

Oracle EBS 2022 Roadmap- Innovations in Chat and RPA



Martin Jarvis
Product Manager
Oracle Digital Assistant



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CEO
AuraPlayer

DIGITAL TRANSFORMATION
IS **YEARS** AWAY. I DON'T
SEE OUR COMPANY
HAVING TO CHANGE
ANY TIME SOON.



TOM
FISH
BURNE

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Business Drivers that lead IT direction

- **COVID has set stage for new IT realities**
 - Remote workers
 - More automation
 - Want computers to make basic decisions, save time, make better decisions
- **Sustainability**
 - Reuse
 - Modernize not redevelop - conserve resources
- **Security**
 - Security - quickly identify, prevent and investigate security breaches.
 - More breaches will be detected from the cloud
- **Not enough IT workers to handle future tech needs with rise in digital, smart devices**
 - Automation
 - Need for easier to operate systems - chat/dashboards
 - Business users will need to take more active role

What's new in the IT world in 2022?

- **Hyper-automation** - increasing productivity, efficiency and agility by automating as many processes as possible. Decreases error, and helps to upskill workers
- **Digital assistants** - helps with ease and efficiency, by answering questions and performing simple tasks
- **Machine learning**- identifies patterns, eliminates need for human involvement
- **Virtual reality (VR) / Augmented reality (AR)** - often used for maintenance application /training and simulation
- **Distributed enterprises** – We're moving toward hybrid/ remote work, and both employees and consumers are spread worldwide
- **Blockchain technology** - storing data different, growing security needs
- **Data fabric** - helps with complex data managements, helps company's store and share data in a distributed data environment
- **Decision intelligence**- using analytics and AI to help makes decisions faster and smarter

What's New in Oracle EBS?

- **UI Modernization with the new Enterprise Control Centers**

- Modernize the user experience of EBS - Easy browser- based solution
- Managerial dashboard to give upper level management a bird's eye view of the organization
- Exist for different modules based on different user roles

- **The separation of the “EBS infrastructure” from EBS application**

- You can now upgrade the infrastructure of EBS, without needing to update the application level EBS or the customer database - easier deployment, patching, and back-end maintenance
- EBS updates by Product Family - update only certain modules

- **Move to Oracle Cloud Infrastructure and all its operational and performance enhancements**

- Lift and shift to the cloud- as this is the optimal platform for EBS
- Incentivizing shift by offering new features, more optimization and better deployment strategies



Martin Jarvis, Oracle Product Manager



Across all Apps, every common question or transaction has lent itself nicely to digital assistants . Within the next year, we will be calling **HTML our “old UI”** - every transaction you have will be through a digital assistant

Steve Miranda
Executive Vice President, Applications
Development at Oracle

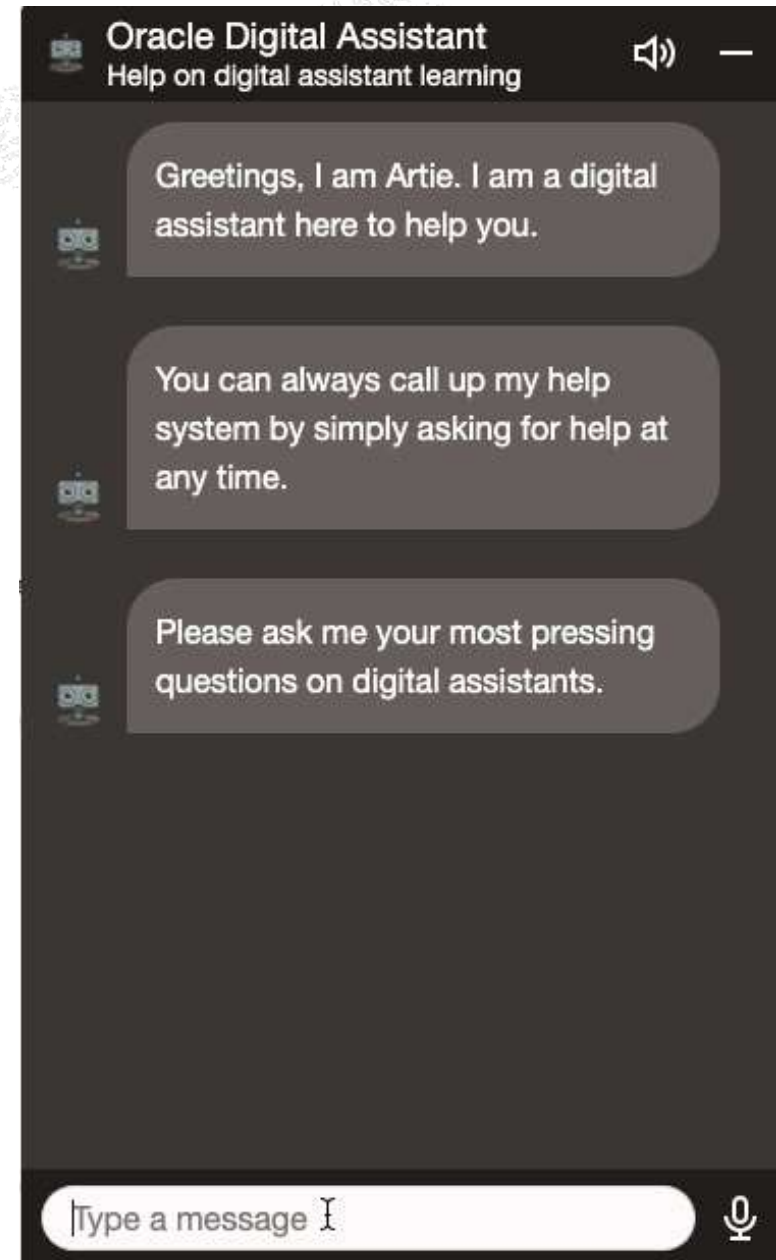


What is Oracle Digital Assistant?

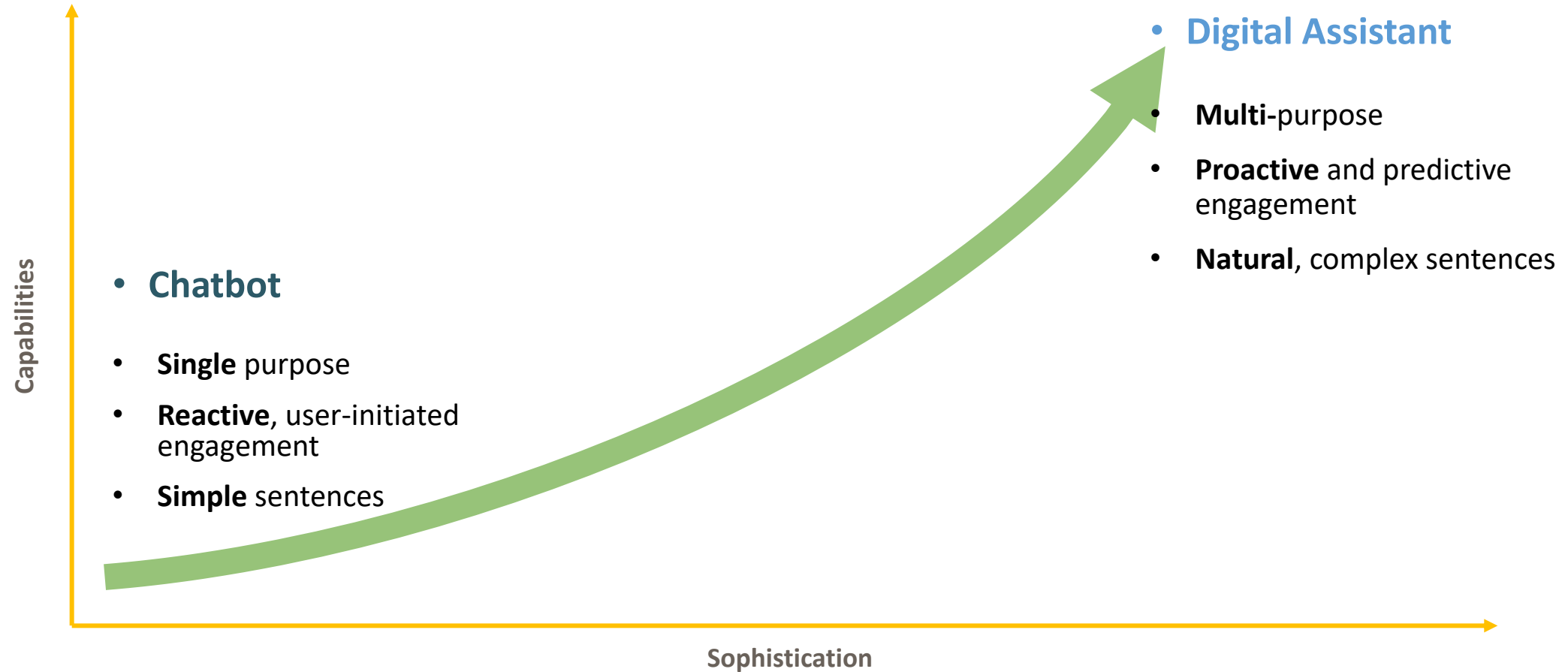
- Platform to build intelligent chatbots
- AI based Natural Language Processing (NLP)
- Talk or send a text for answers, process a request, drive action



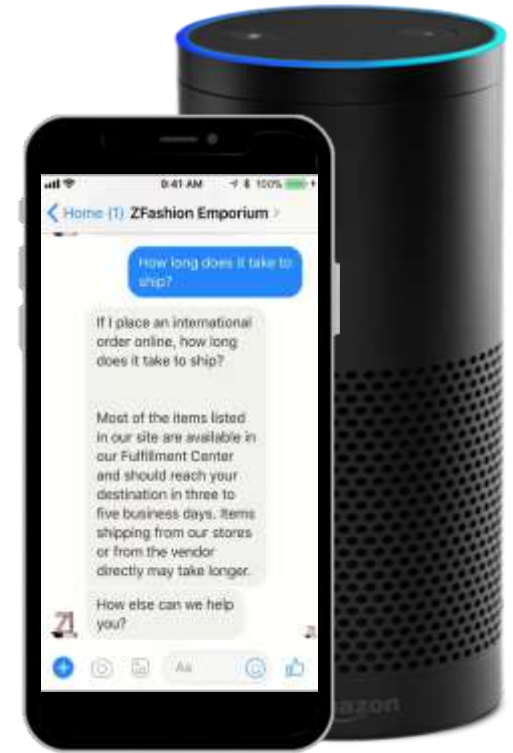
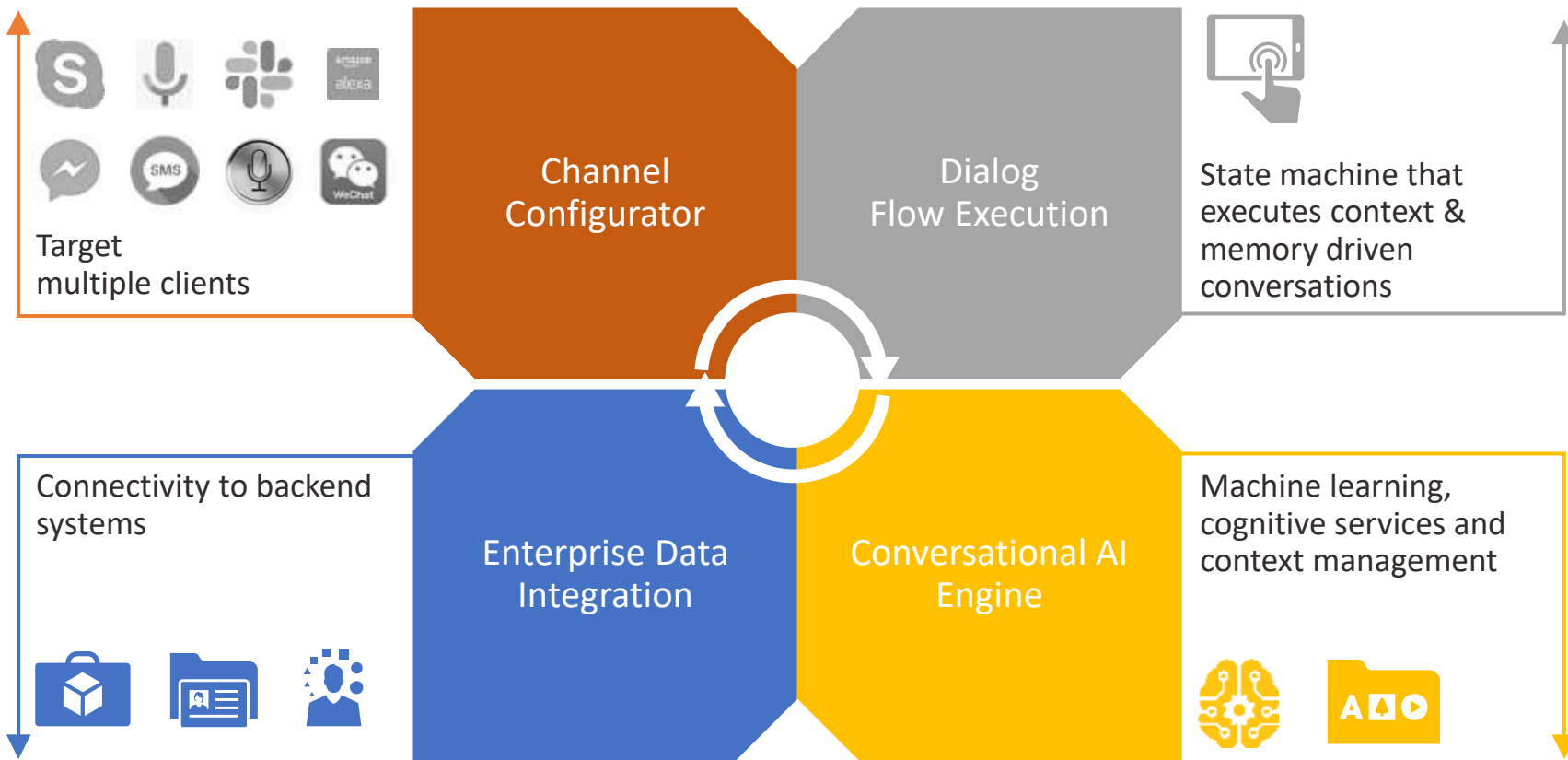
<https://bit.ly/ODADoc>



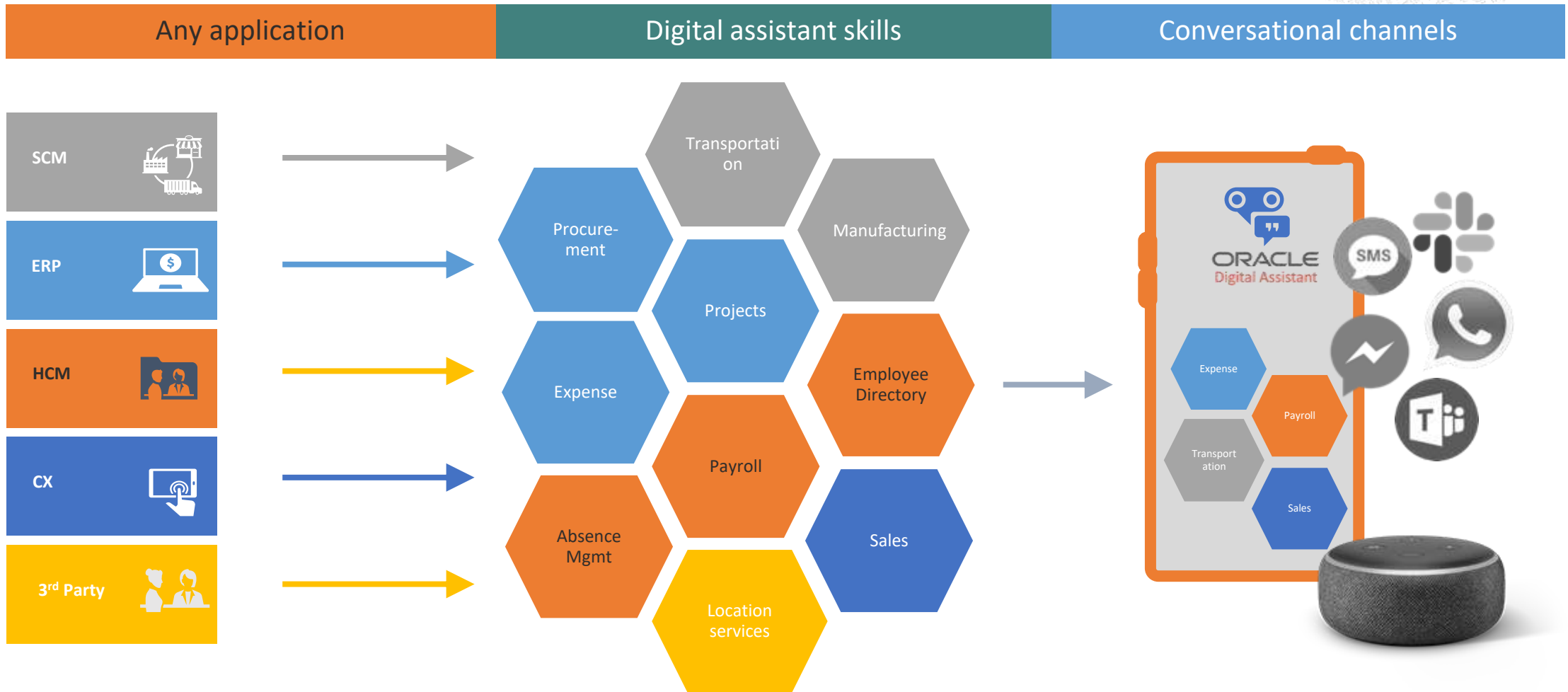
ChatBot vs. Digital Assistant



Anatomy of a Skill/Chatbot



Digital Assistant are composed of modular skills/Chatbots



Digital Assistant Components



Language Service

Deep learning for Text classification, NER, Sentiment, OOD Key phrase, multi-lingual



Speech Service

Automatic speech recognition for streaming and transcription, multi-lingual and custom models



Data

Tools and process for data manufacturing, augmentation and large factory data for enterprise domains



Unified Deep Learning Stack

Hybrid GPU / CPU, Train & Serve, Multi tenant OCI Native shared model, caching and fault tolerant with multi version model support



Dialog Service

User Interaction layer to facilitate dialogs and execute queries with low code dialog designer



Multi Channel Messaging

Pre- built integration to multiple channels like Messenger, WhatsApp, Siri, Alexa, Slack, MSFT Teams, Zoom, Web Chat SDK, Mobile Chat SDK, IVR



Skills & Skill Store

Pre- built chatbot skills trained to domain specific use cases and a store to search and consume skills

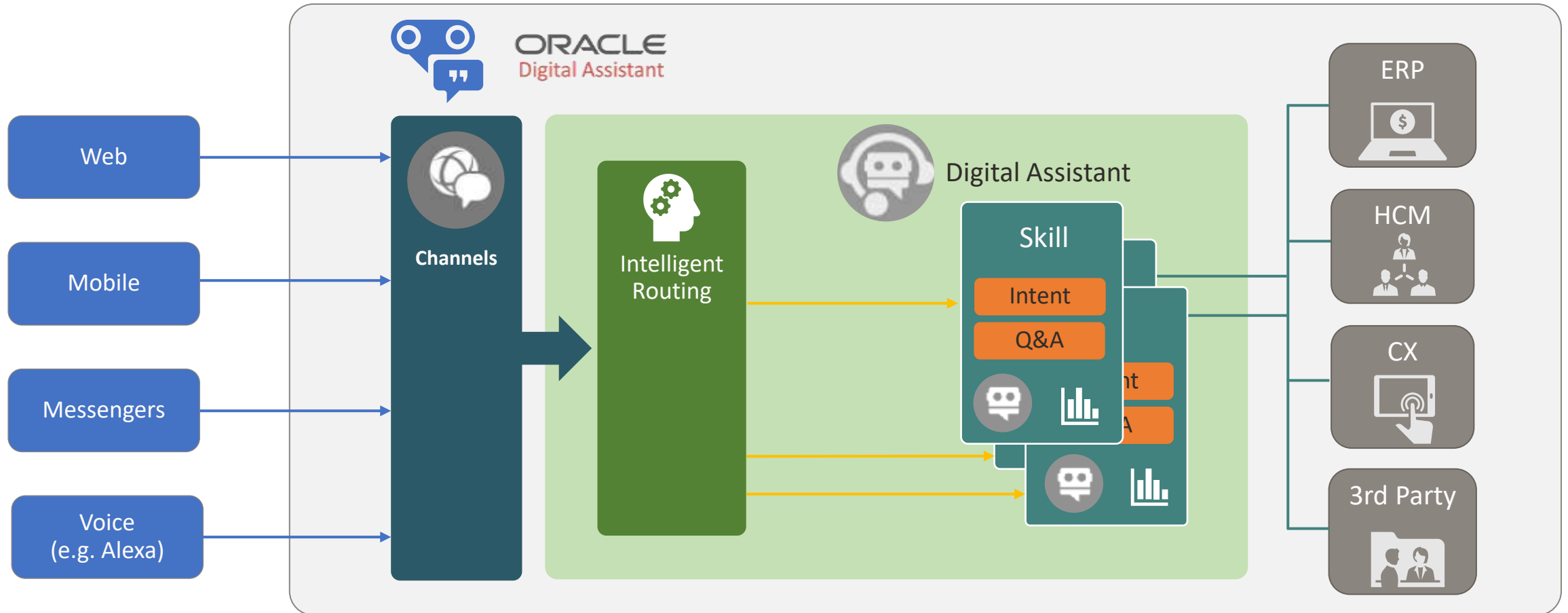


Insights

Insights into user adoption, conversational history, word phrases, re-trainer



Oracle Digital Assistant functional architecture



Pre-Built Skills/ChatBot from Oracle

- HCM Cloud
 - Core HCM
 - Approvals
 - Recruiting
 - HR Help Desk
- ERP Cloud
 - Enterprise Performance Mgmt
 - Account Reconciliation & Fin Close
 - Expenses
 - Project Mgmt
- On Prem
 - PeopleSoft
 - Siebel
- Oracle Sales
 - Sales
- Oracle Service
 - Agent Integration
 - Intelligent Advisor
 - Knowledge Base
 - Field Service
- SCM Cloud
 - Logistics/Transportation
- Public Sector/
Community Development
 - Permit Management/Processing
- Financial Services
- CX Communications
- Hospitality Food and Beverages (Roadmap)
- CX Utilities (Roadmap)

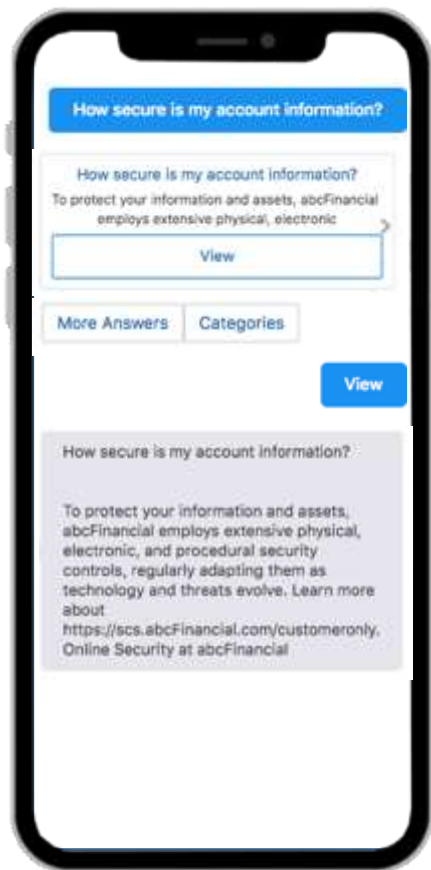


Demo

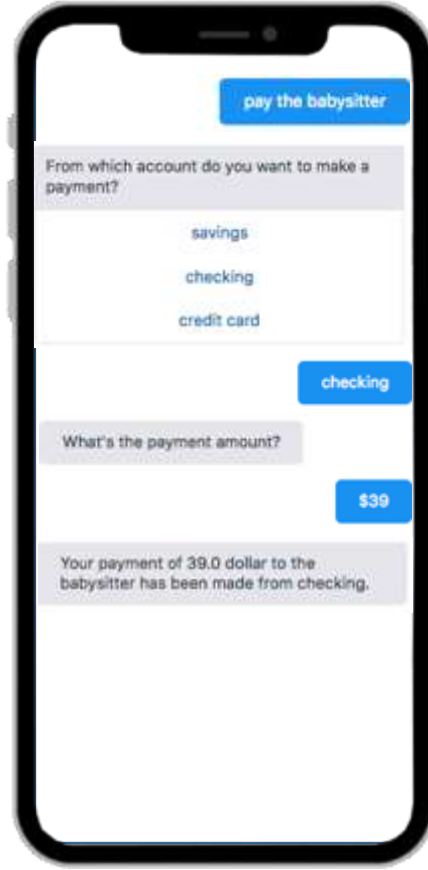


Key Features

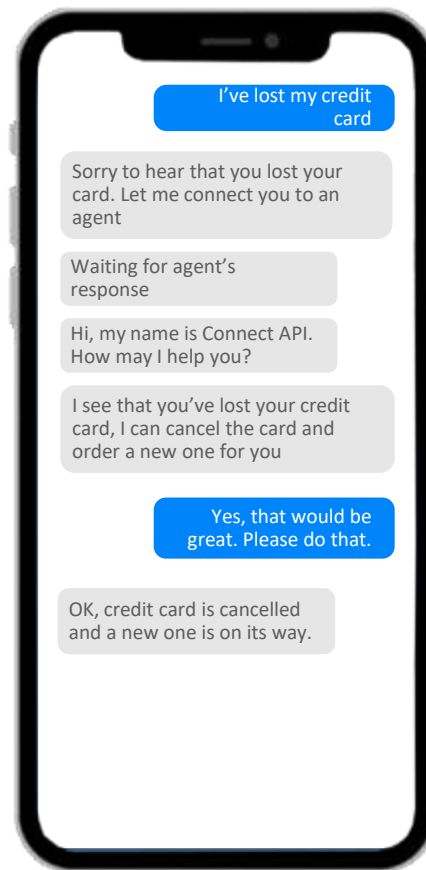
The right conversation for the user's need



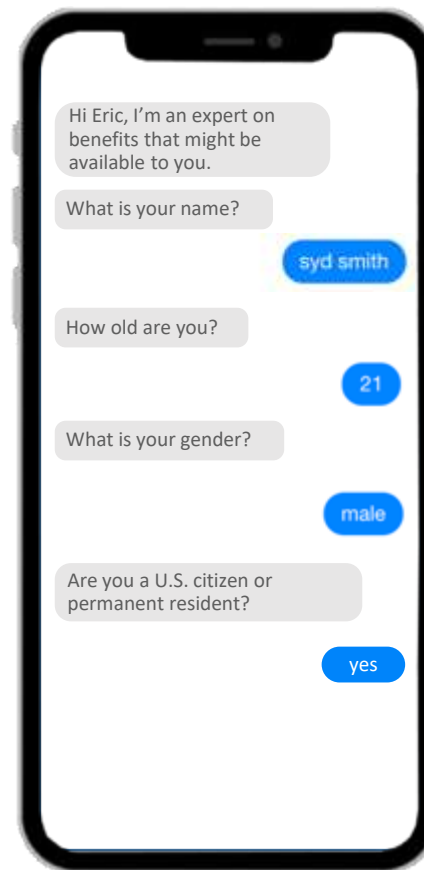
FAQs



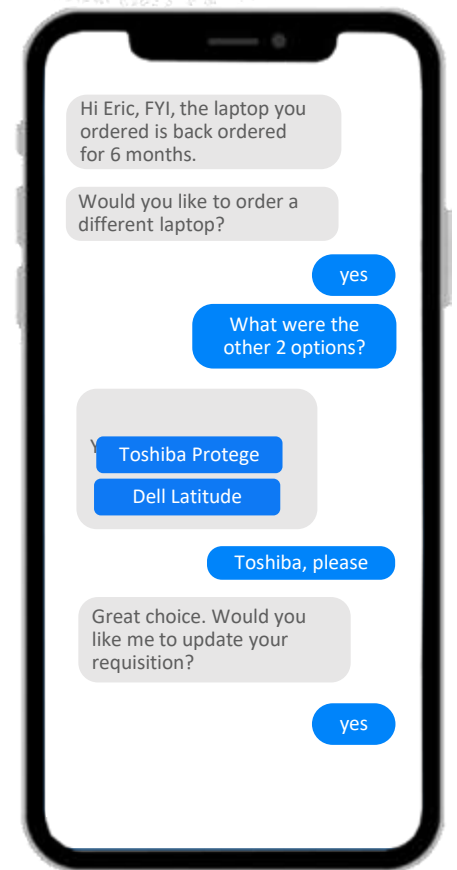
Transactions



Live Agent Handoff



Personalized Interviews
(via Oracle Intelligent Advisor)

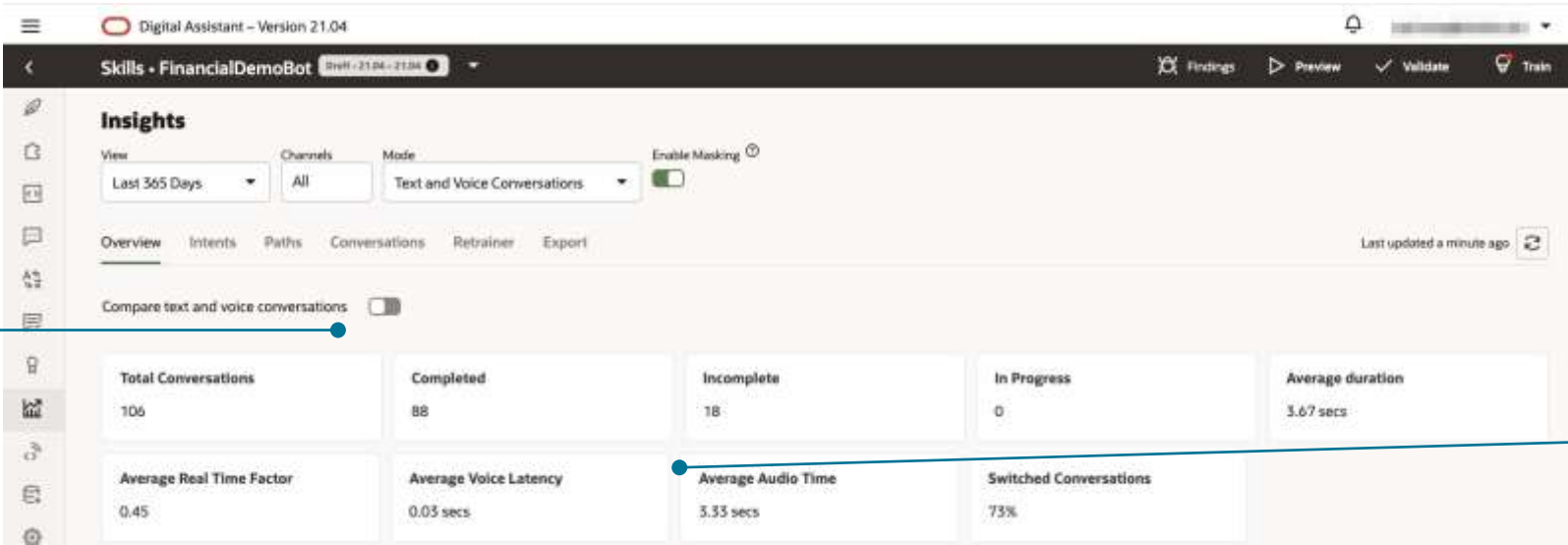


App Initiated
Conversations

Insights to keep you well-informed of how users are doing

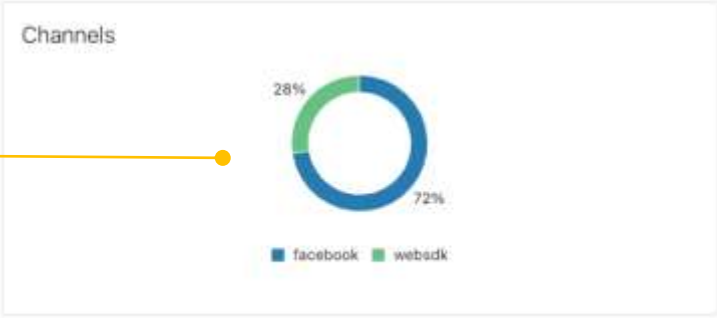


Completed v/s abandoned conversations

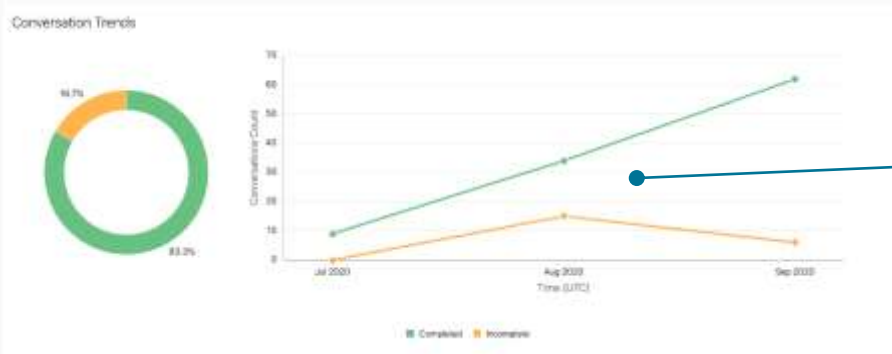


Bot performance

Top channels



Usage Trend



Tell you what users are asking



Utterances that Needed Further Disambiguation

Top intents Word Cloud

Unresolved Intent that Needed Attention

Conversation Count by Intent



So you can train your Digital Assistant to be even smarter!



Insights
View: Last 365 Days, Enable Masking: On
Overview | Intents | Paths | Conversations | Retainer | Export
Show me all utterances where All of the following are true
Attribute: Intent, Operator: Matches, Value: unresolvedIntent
+ Criteria Search

Utterances	Result	Win Margin	Intents Score	Intents
<input checked="" type="checkbox"/> dispute last transaction	unresolvedIntent	1.49		Transactions, Dispute, Confidence Threshold: 48
<input type="checkbox"/> dispute transaction **	unresolvedIntent	2.51		Transactions, Dispute, Confidence Threshold: 48
<input type="checkbox"/> pay babysitter	unresolvedIntent	0		unresolvedIntent, Confidence Threshold: 48
<input type="checkbox"/> somebody used my credit card	unresolvedIntent	12.75		Send Money, Balances, Confidence Threshold: 48

Select Intent dropdown menu:
Select Intent
Balances
Dispute
Send Money
Track Spending
Transactions
Create Intent

Unresolved User Utterances

AI/Natural Language Processing Results

Supervised Learning

Easily Train/Add New Phrases

Oracle's AI Powered Voice



Siri, Alexa, Google...why another voice?

Privacy



General Data Protection Regulation (GDPR) and Personally Identifiable Information (PII) compliance. Customers have full control of their data

Security



Beyond firewalls and encryption. Security that is proliferated and federated across enterprise backend systems, offering granular access and security options

Enterprise



Support for industry specific terminology that is unique context to various industries





Resources

Resources

- Learn more at oracle.com/da
- Learn at bit.ly/ODADoc
- Technical Articles:
blogs.oracle.com/digitalassistant
- Forum:
<https://cloudcustomerconnect.oracle.com/resources/3be43c6ff3/summary>



August Edition Digital Assistant Customer Newsletter

Read: <https://bit.ly/ODANewsAugust2021>

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Archive: www.bit.ly/odanews

Contribute: **Best practices, events, customer success stories**



Oracle Digital Assistant News

Welcome to the August edition of the **Oracle Digital Assistant News**.

"What happened to July?", you might well ask. Well, to ease the pressure on your inbox we have decided to move to a bi-monthly publishing schedule for this newsletter. This just so happens to coincide with our usual bi-monthly Digital Assistant product update cycle. So in this edition we bring you details about the 21.08 update as well as the usual industry news, events and best practice articles.

Want to improve your customer service? [Join us](#) on September 15th for a webcast to learn how Echo Inc achieves 70% call deflection with

Oracle Video Hub Digital Assistant Channel

Content: **Latest Oracle Digital Assistant
Videos**

Visit: www.tinyurl.com/watchODAvideo

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Oracle Digital Assistant

oda digital assistant oracle digital assistant chatbots

Public, Restricted And Moderated | 7 Media | 4 Members Managers

7 Media

Search this channel

Filters Search In: All Fields Sort By: Creation Date - Descending

Innovate Higher Education with Ch...
Transform the Student Experience with a Campus Chatbot The full promise of digital assistants can be realized once you authenticate your users, provide personalized...

From Juergen Kress on November 24th, 2020 3 32

Innovate Service Cloud with Chatb...
Chatbots have quickly become a critical platform for interacting with users, customers, and prospects. Organizations can now engage customers and employees in a...

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Oracle Digital Assistant Certification

Essential training for:

- Solution Engineers
- Solution Specialists
- Architects
- Project Managers
- Product Managers

before starting any Oracle Digital Assistant project



Partner bit.ly/ODALearningPathPartners

A screenshot of the Oracle Learning Subscription interface. At the top, it says "University Learning Subscription". Below that is a navigation bar with "Home", "Courses", "Live Sessions", "Progress", "Favorites 1", and "Martin | :". The main content area displays the course title "Oracle Digital Assistant Platform 2022 Solution Engineer Specialist" with a "Complete" button. Below the title is a description: "Digital assistants are a part of most people's everyday lives due to the proliferation of smartphones. It is also growing in the workplace. In this learning learn you will discover how to design a conversational project, what are the Oracle Digital Assistant building blocks, how to model training and artificial intelligence, get to understand the role of a digital assistant and how to build multi-lingual digital assistants." To the right of the description, it shows "Your Goal: Pass Assessment" and "1 of 6 items completed." At the bottom, it says "Learning Path 51 Minutes" with a heart icon and a button that says "You are enrolled in this path!".

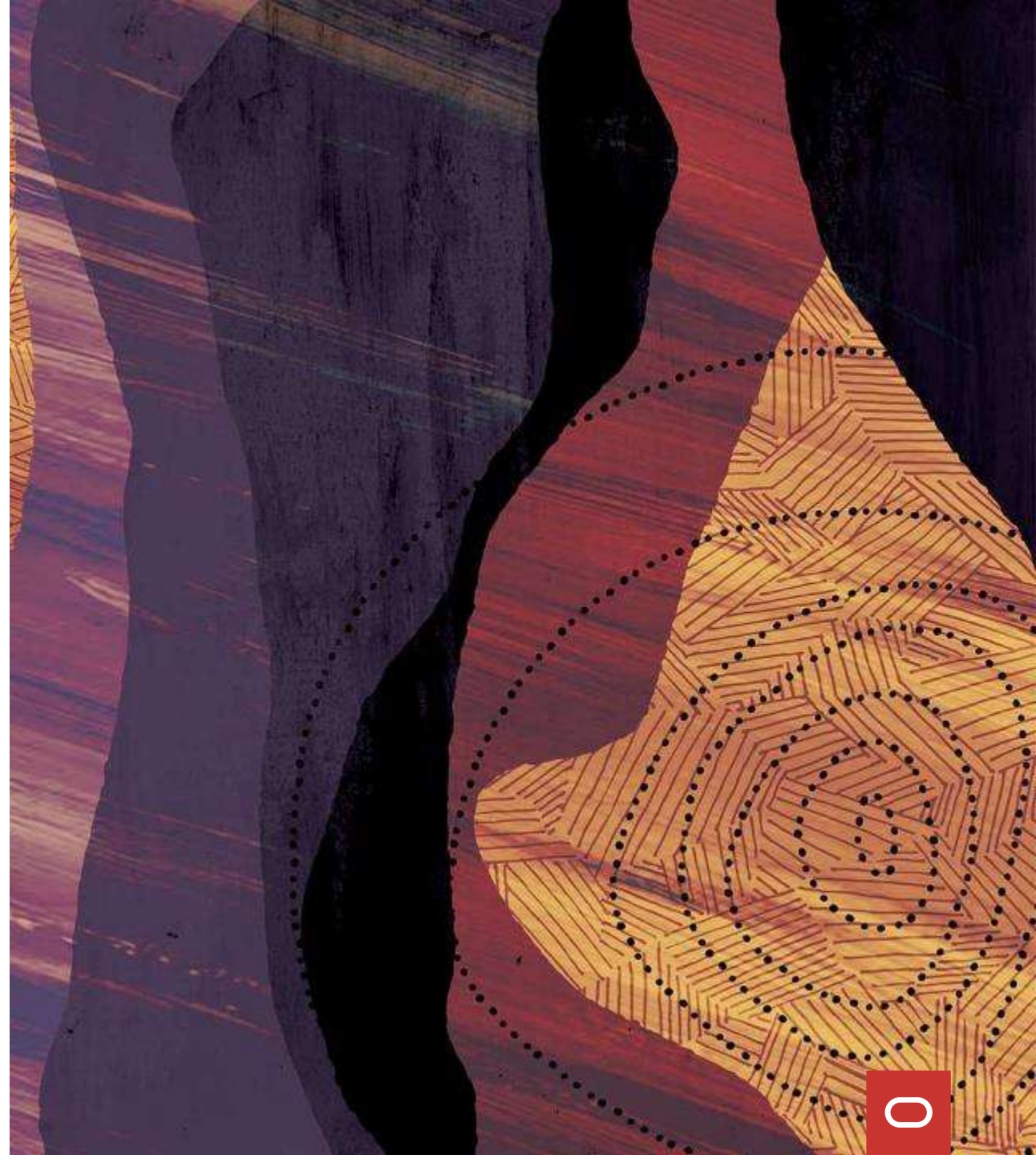
- ✓ Designing a conversational project
- ✓ Building Blocks of ODA
- ✓ Model Training and AI
- ✓ Understand the role of the digital assistant
- ✓ Building multi-lingual digital assistants
- ✓ Assessment:

**Oracle Digital Assistant Platform 2022
Solution Engineer Specialist**



Thank you

- Joe.huang@oracle.com
-



Our mission is to help people
see data in new ways, discover
insights, unlock endless possibilities.



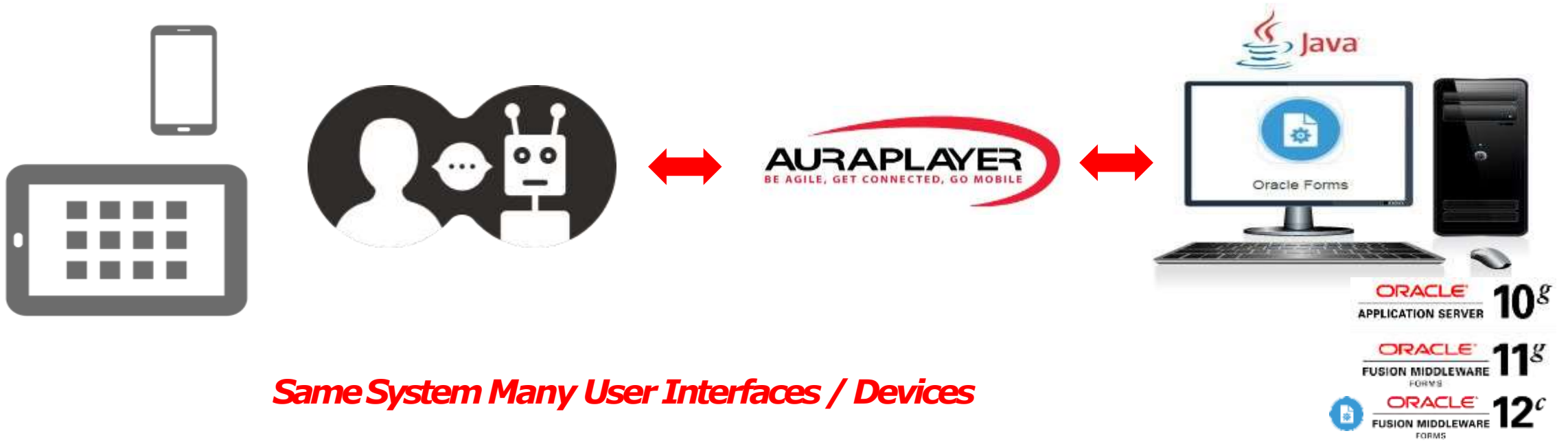
Unlocking your Oracle EBS system

Mia Urman,
CEO of AuraPlayer



Introducing AuraPlayer

Unlock the business logic trapped with your
Oracle Forms / Oracle E-Business Suite systems
with out redevelopment cost & risk



Same System Many User Interfaces / Devices

Who is a Candidate ?

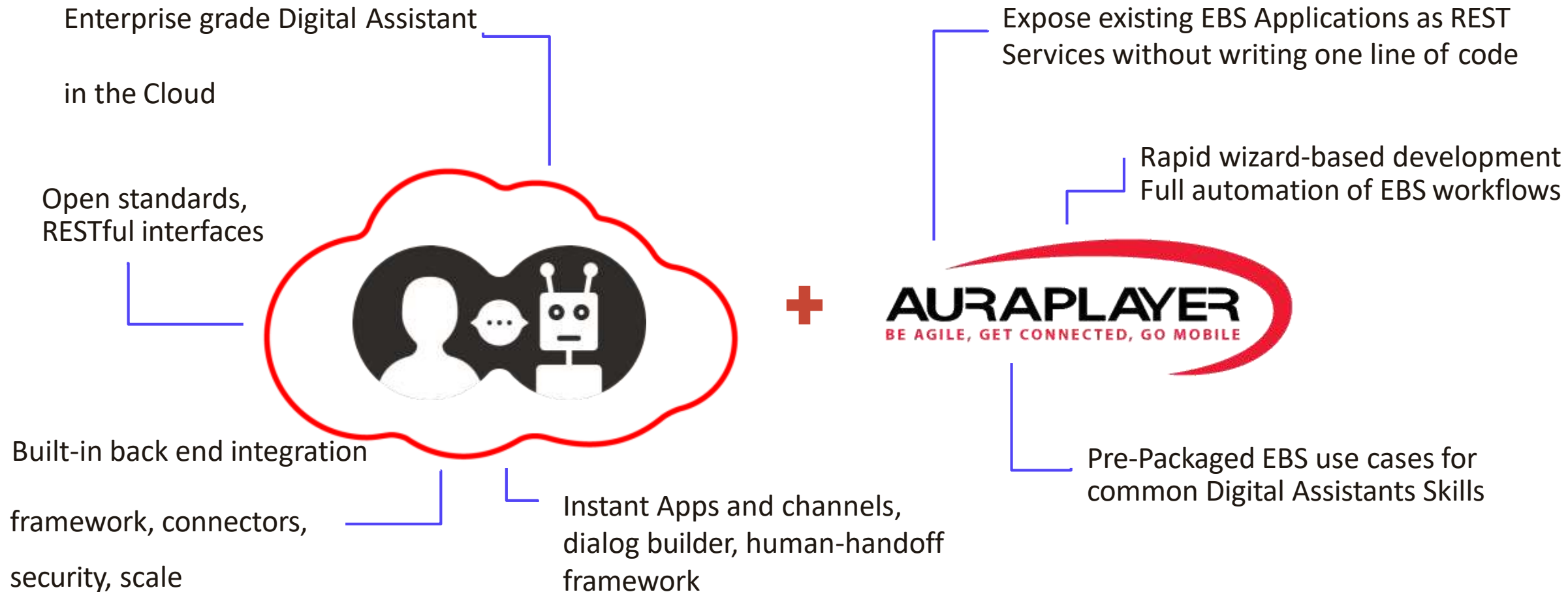
- Oracle Forms – Version 10g, 11g, 12c (sql*forms in upsell wheel)
- Oracle EBS – Version 12 onwards – **OCI or on Prem**

Any module that is based on Oracle Forms meaning a java applet is downloaded to the client machine

We also support EBS customization done in Oracle Forms

- Oracle AP / AR / PO / Invoices
- Oracle Inventory / Manufacturing
- Oracle Time and Labor
- Oracle Projects
- Oracle Equipment
- Oracle Clinical
- Oracle Insurance
- Oracle Utilities / WAM
- We do not support OAF customization currently this is on road map with-in the next 6 months
- This play does not work for iExpense, istore, iprocurement
 - But we can upsell PAAS to these customer through another packaged app

The Solution Creating Digital Assistants with Oracle EBS



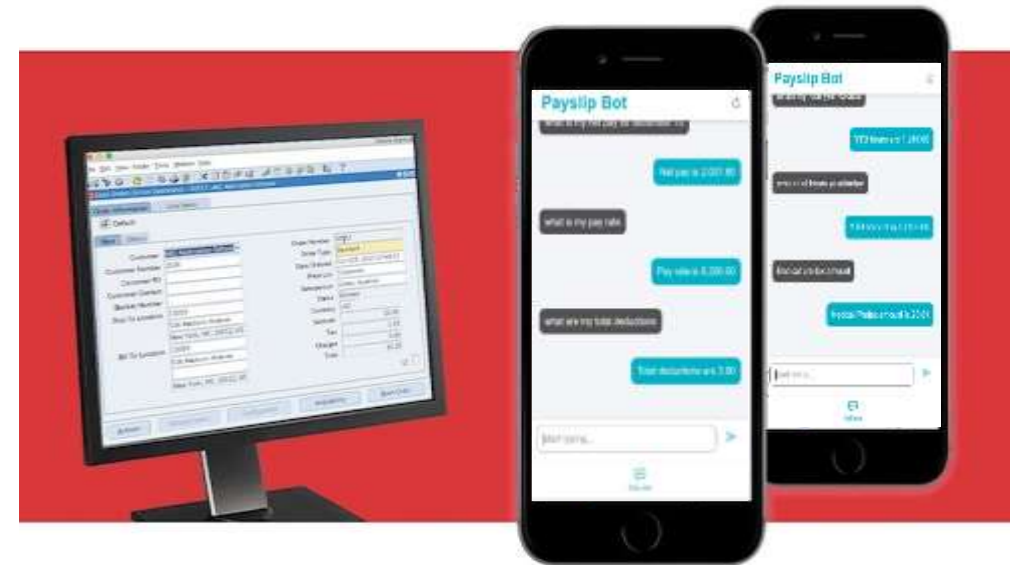
Digital Assistant and Skills Example



Payslip Digital Assistant

Ask Me...

1. Get pay slip details
2. Get pay slip summary – for last month
3. Income Tax amount
4. What are my total deductions
5. Current Hours



Payslip Digital Assistant

PROBLEM

Organizations were looking for an intuitive interface to interact with the workers that would not require extensive technical training to operate. There was no solution to remotely access limited information from the HR system. Employees often find it hard to locate exactly what they were looking for, so they end up contacting the call center to speak to a live agent.

REQUIREMENTS

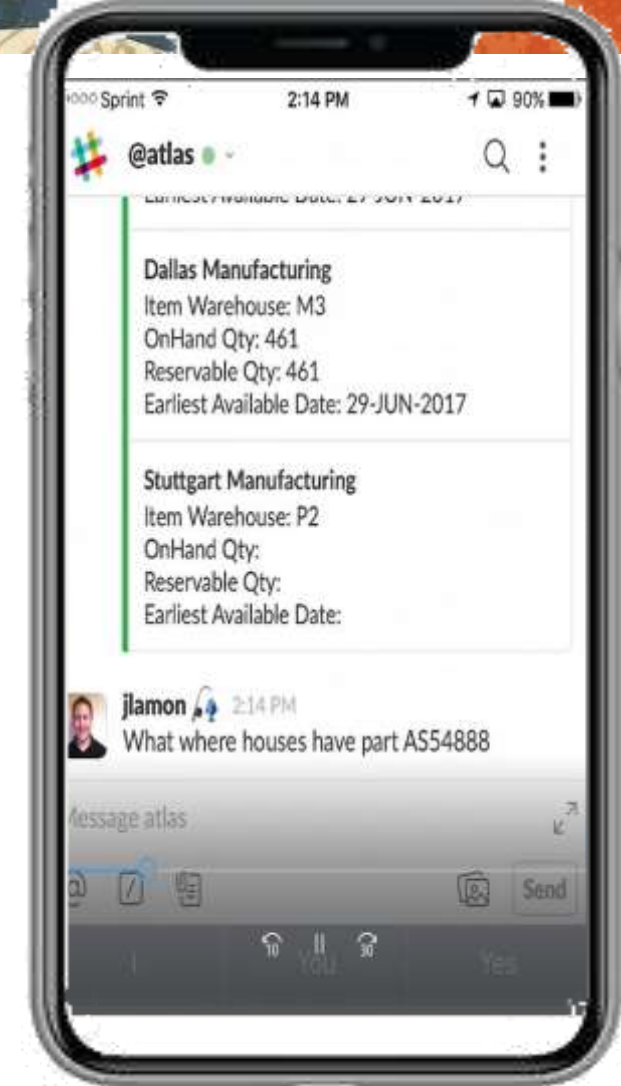
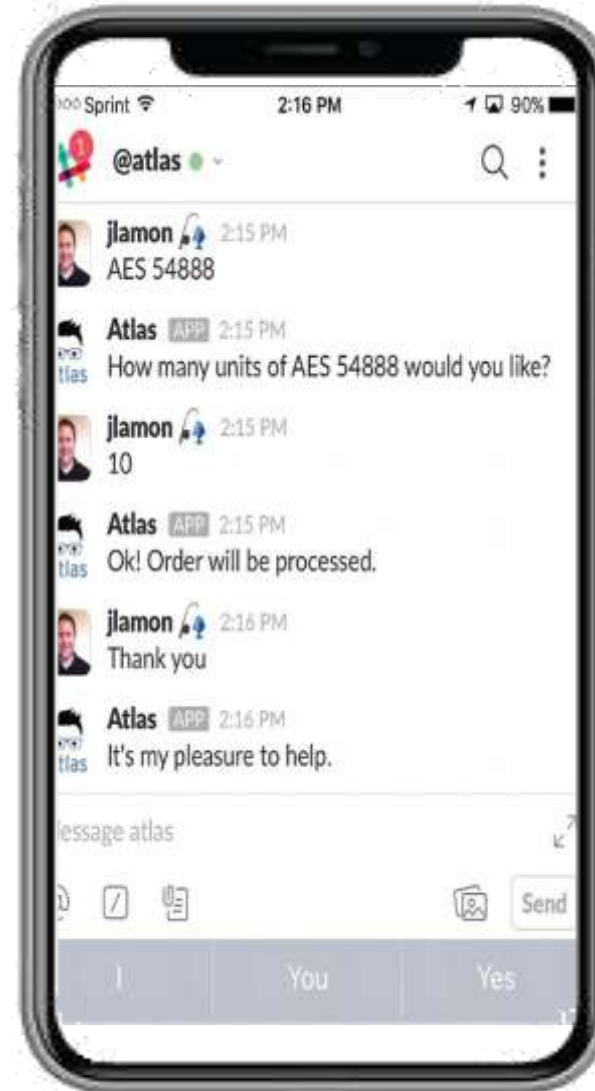
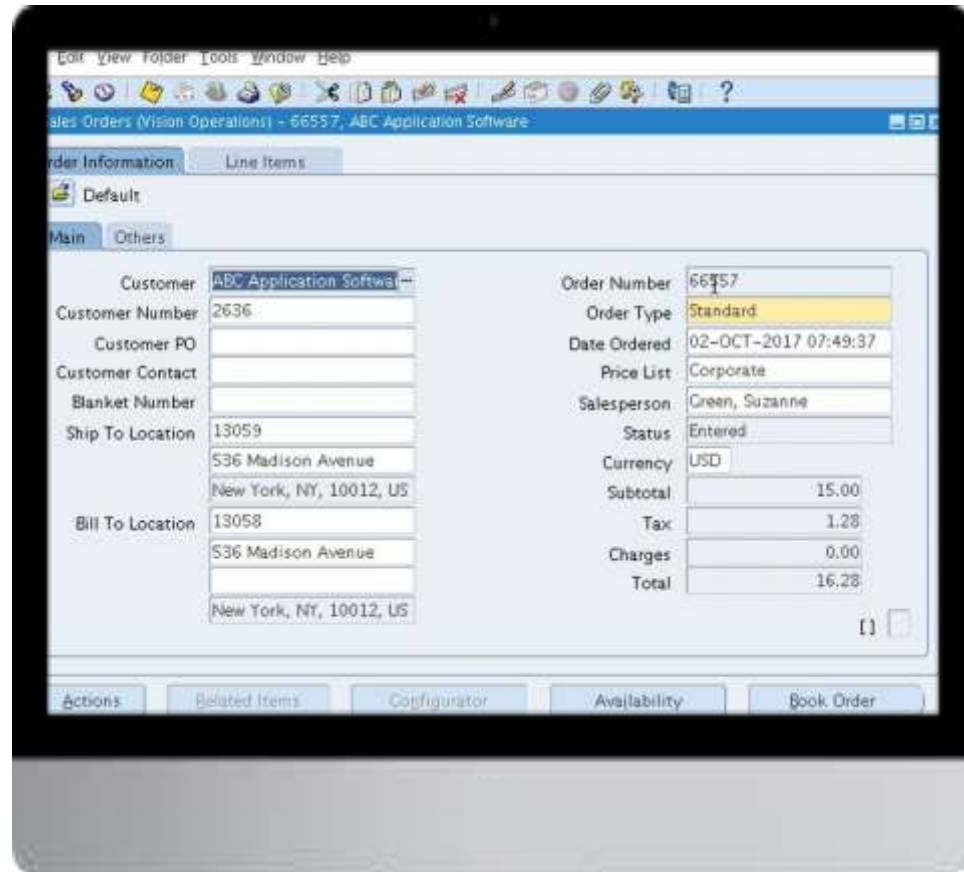
- Streamline organization's Payslip reporting as a mobile-first application

RESULTS

- Increased employee satisfaction and engagement
- easily monitor monthly payslips, current payments, YTD payments, tax payments and many more using natural language.
- Lowered operational costs and gained productivity
- Increased ROI by reducing call center overhead costs
- Fast and easy solution with friendly UI – no need for training



EBS Sales BOT in #Slack



Why AuraPlayer ?

- Out of the Box BOTS on common EBS workflows
- Decrease Time to Market for BOT Development
- Support all customizations and EBS add-ons
- Reduce Development Costs - Wizard based development process
- Reduce Maintenance Costs - BOTs run on Same EBS back-end
- Open Architecture / Generates Generic REST services

Develop Bots
in Days on
complex EBS
backends!



Honeywell –Employee and manager self service digital assistant

- Conversational chatbot skills for HR self service, transactions, support and policy - accessible from web portal & Microsoft teams
- Reduce volume of questions by 900K annual conversations and 140K hours with HR and call center
- 1.5 year payback
- PeopleSoft

ORACLE
PeopleSoft



“We knew we wanted our HR digital assistant to be available where employees spend their time online, and an integration with Teams was therefore essential. Our vision is to have it become to employees what J.A.R.V.I.S. is to Iron Man.”

Mark Burgess

Senior Director, HR Technology Solutions



Organizations rely on Oracle Digital Assistant



PLDT
B2C Bot
PLDT Home



Bajaj Electricals
B2C Bot
Paddy



Indian Oil
B2B
ProChat



Oriental Bank of Commerce
Consumer Bot
IRA



University of Tasmania
Student Bot
Mumford



InJe University
Student Bot
Hero (영웅이)



University of Adelaide
Student Bot
Eligibility Bot



Vodafone Fiji
B2C Bot
Joe



SinoPharm Reagent
B2C Bot
瓶仔



Guam Power
B2C Bot
GPA



Punjab National Bank
B2C Bank Bot
Pihu



Southern Company
B2E Assistant
Sophie



MediaCast
Music Bot
MUSE



Manipal Education
Employee Bot
Knock KnockDIA



Automation of your Oracle EBS system

Mia Urman,
CEO of AuraPlayer



What Is RPA?

Robotic process automation (**RPA**) refers to software that can be easily programmed to do basic tasks across applications just as human workers do.

RPA software is designed to reduce the burden of repetitive, **simple** tasks on employees governed by **set** rules and business logic set by the RPA developers.



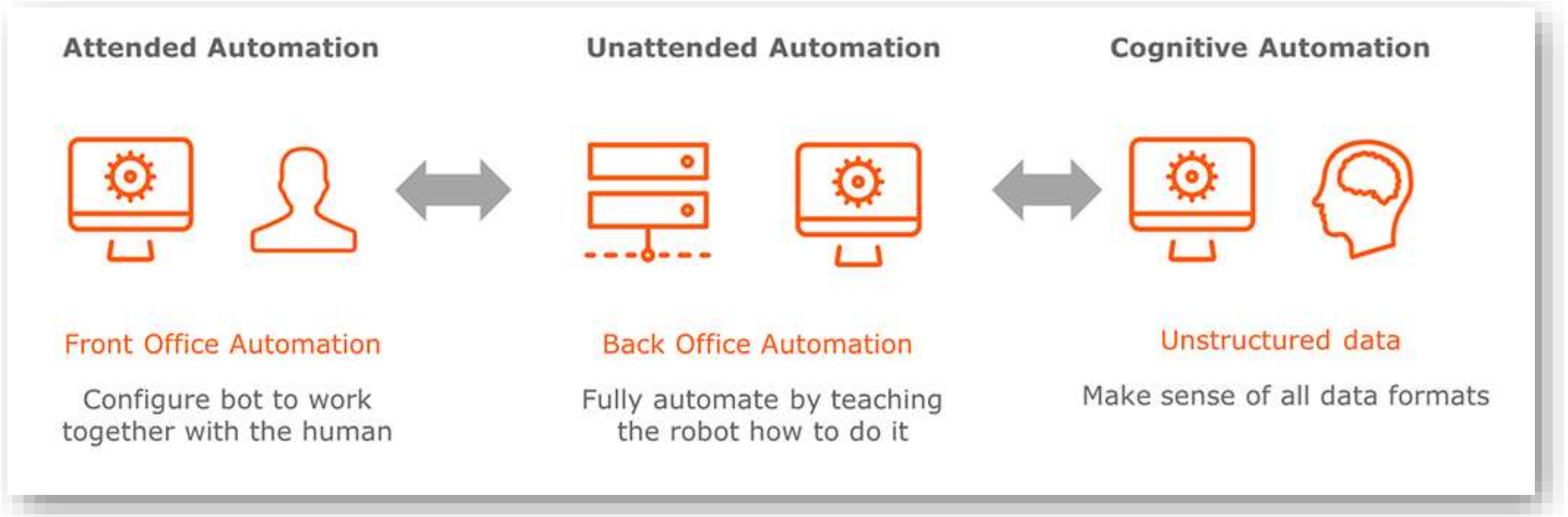
What Is A Bot?

To be clear, bots are not machine-based robots.

Bots are software-based applications that contain the rules, parameters, and procedures used in an automation effort.



Types of RPA



Top 3 Benefits of RPA

1

Automatable Work

- Relieves workers from repetitive clerical processes such as data entry and data manipulation
- Allows human workers to focus on complex value-adding tasks.

2

Reduction In Human Errors And Costs

- Errors during long repetitive tasks, caused by tiredness and boredom
- Work is more accurate, timely and consistent, keeping costs to a minimum.

3

Works On Existing IT Infrastructure, Is Non-Invasive

- Interfaces with front-end infrastructure using same GUI that human workers would use
- IT landscape doesn't have to be changed to accommodate RPA.



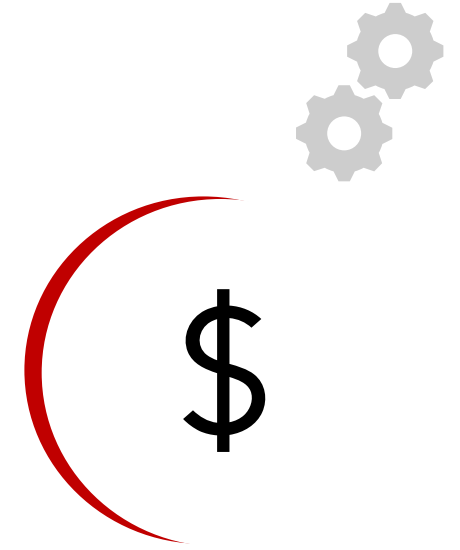
FINANCE
Bank Statement
Reconciliation



HR
Payroll Automation
On Legacy System



INSURANCE
Automated Claims



SALES
Price Comparison: Hotel Industry
Automated Promotions Based
On Preferences And Demand

RPA Use Cases

The Challenges of Oracle RPA



- Bot fails if UI changes have been made in the form.
- Bot fails if the Oracle application is upgraded, or patches installed.
- Bot gets stuck if they encounter pop up windows, error messages, or dynamic components.
- Bot requires dedicated machine per run and cannot run more than one bot in parallel.
- Rendering and execution time is slow. Since the bot is working with the UI.
- RPA tools do not support complex forms components such as tabbed canvases.

Why You Would Want AuraPlayer If You Have UiPath



- Automation is working with the components, rather than screen scraping.
- Not affected on UI, version changes or upgrades. Supports error handling and dynamic pop ups.
- Faster and scalable, does not run the application in a browser and it does not run Forms Java Applet.
- Out of the box automations for standard use cases
- Easy to deploy, move between environments without the need to re-record the workflows.
- All BOTs can run on one server due to our ability to run in parallel.
- RPA workflow captured in a no-code recording toolbar.

AuraPlayer's RPA for Oracle EBS/Forms

- Automation is working with the **components**, rather than screen scraping.
- Automation Robots are robust - **Immune to UI application** changes and screens.
- **Not affected** on version changes or upgrades.
- Faster and more scalable, as it is working on the server-side **does not run the application in a browser and it does not run Forms Java Applet.**
- Customizations, Validations, business logic, triggers, stored procedures, popups and errors of the application are **all activated.**
- Out of the box automations for standard use cases

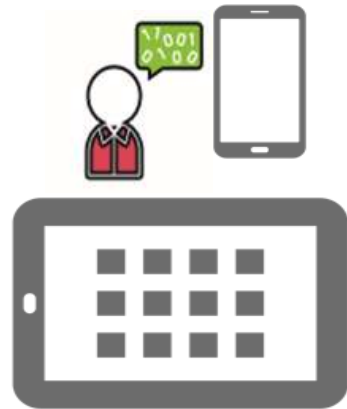


Unique Features of AuraPlayer RPA

- **Combined flows** Several business flows can be combined into one, based on any business rules, conditions or data events.
- **Scheduling & Monitoring** Activities can be scheduled to fire at certain times, or recurring
- **Easily scalable** More robots can easily be deployed should the need arise
- **Flexibility and Deployment** Solution can be deployed on-premises, hosted, on in the cloud - in any secured environment.

RPA DEMO

Unlock the business logic trapped within your
Oracle Forms / Oracle E-Business Suite systems



-  **ORACLE** APPLICATION SERVER **10^g**
-  **ORACLE** FUSION MIDDLEWARE FORMS **11^g**
-  **ORACLE** FUSION MIDDLEWARE FORMS **12^c**

Where Should I Start?

Choose a suitable RPA product



Start with one flow only



Pick the most valuable cost/effective flows

Create flow chart of the business process and the actors involved



Track the movement of data between the steps



Scale up and learn as you go

There is no need to plan a big RPA project and map all use cases in advance.

RPA Customer Stories:



Problem

- Countless hours spent on item entry
- New receipts (more than 50 per day) required manual validation
- Sales orders

Solution

- Automation allowed item entry into the Oracle EBS back-end
- AuraPlayer's RPA solution checks receipts against the database automatically
- RPA bot analyzes sales order via email with a PDF and extracts the text using an OCR tool, automatically adding the new sales order to the Oracle EBS sales application

RPA Customer Stories:



Problem

- Customer support representative had to move (read, track and copy data) between multiple systems to handle 1 customer case
- Call center service levels were decreasing dramatically
- Increased call abandonment rate due to long queue times

Solution

- Automation of all systems (IVR, Oracle Forms, Microsoft CRM) significantly increased customer support efficiency
- Unified application with data synchronization improved customer service and satisfaction
- Support representatives decreased handle time by 50% thanks to data automatically loading from CRM when call arrives



Thank you for joining us!

For More Information

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 info@auraplayer.com

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