Oracle® Financial Services Lending and Leasing OFSLL Docubot Overview and Developer guide



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Oracle Financial Services Lending and Leasing OFSLL Docubot Overview and Developer guide, Release 14.12.0.0.0

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1 OFSLL DOCUBOT Overview and Developer Guide

OFSLL has an extended out of the box support for CHATBOT integration. This provides a new framework for direct user interaction with the system. However, since OFSLL is a back-office system there are additional external components required to be integrated to host and utilize the CHATBOT functionality.

For latest version of this document, refer to Oracle Help Center

This section consists of the following topics:

- OFSLL DOCUBOT Overview and Developer Guide
- Developer Guide for BOT Customization

Following topics are discussed in OFSLL DOCUBOT Overview chapter:

- Introduction
- Indexing Workflow
- How does Search Work?
- Third Party Licenses
- Features of BOT
- Launch OFSLL BOT

1.1 Introduction

Currently, OFSLL integration with CHATBOT is supported with some of the functionalities such that end users can search for documentation and / or query and fetch the account related information and/or perform other actions on an account with options presented in CHATBOT menu.

This document outlines the integrated framework and procedures required to implement certain features, but it is not a general-purpose configuration manual.

- DocuBot Overview
- About
- Purpose
- Audience
- Accessibility
- Access
- Prerequisites



1.1.1 DocuBot Overview

OFSLL integrated Docubot (Documentation searchable Chabot) is a functionality for guiding product end-users to navigate through release documentation with dynamic search capability along with other key features like access to latest release documents, module specific documentation, index glossary and so on.

This serves as knowledge repository and one point reference for information related to product usability, process workflow, installation, administration of all product release till date.

The Documentation ChatBot or DocuBot - hereafter is referred to as BOT in the document.

1.1.2 About

The documentation search engine adapted in BOT facilitates for all types of data search including textual, alphanumeric, numeric, keyword, phrases, and sentences. This is an **Elastic Search** and uses a data structure called **Inverted Index** which is designed for fast and full-text searches. An inverted index lists every unique word that appears in any document and identifies all of the documents in which the word is present.

The advantage of using elastic search is the speed, scalability and its ability to index most format of content.

1.1.3 Purpose

The purpose of this document is to demonstrate the capability of OFSLL BOT in handling documentation search requirements by integrating with Oracle Digital Assistant (ODA). This document is intended to detail the usability features and also to serve as a developer guide to understand the configuration procedures. However, the features and options presented are provided only as a sample and needs further customization based on requirements.

1.1.4 Audience

In general, this document is intended to all those parties and decision makers who are interested to know about OFSLL BOT integrated framework. The configuration sections are intended for system administrators, consulting and implementation teams who deploy customized solutions for customer.

1.1.5 Accessibility

The OFSLL BOT integrated framework is supported from OFSLL 14.12.0.0.0 release.

BOT is agnostic of which self-service site / portal is used to provide access and interface to the users for help documentation.

1.1.6 Access

Currently the framework supports basic authentication (not OAUTH). User Management and authentication needs to be handled as part of the implementation.

1.1.7 Prerequisites

Following are the prerequisites:

- The BOT is designed to work in ODA framework (platform version 21.02). The configuration is to be done as detailed in Developer Guide for BOT Customization section.
- Also the ODA Server Environment has to be licensed separately. For more information, refer to https://www.oracle.com/in/chatbots/digital-assistant-platform/
- Need to have release specific pre-indexed file for elastic search to work.
- Adequate space to store the indexed file directories in the respective folders.
- WebLogic server for deployment of war file (OracleFSLLChatBot.war).
- The parameters in Channel.Properties file are to be configured before creating and deploying the .war file (OracleFSLLChatBot.war). For details, refer to BOT Configuration section.

1.2 Indexing Workflow

The elastic search for OFSLL BOT requires pre-indexing of content. Hence, indexing is done for 14.12.0.0.0 release documents. The indexing process is done automatically using the third-party plugins such as Apache Lucene and Jsoup to identify unique keywords in HTML files. This generates indexed files which serves as common directory for searched keyword and the file instance where it exists.

For more information on third-party plugins used, refer to Third Party Licenses section.

- How is Indexing Done?
- Release Specific Indexing

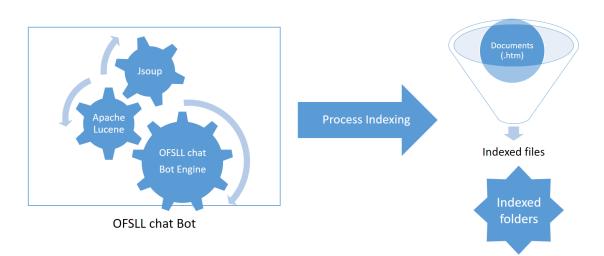
1.2.1 How is Indexing Done?

Apache Lucene manages an index over a dynamic collection of documents and provides very rapid updates to the index as and when documents are either added or removed from the collection. An index may store a heterogeneous set of documents.

Index in OFSLL BOT is handled by feeding all the release related html files. These htmls files are indexed both as single page reference and as well as at topic level using the hash tag to which it is mapped.

The workflow indicated below illustrates on how 3rd party Apache Lucene engine creates indexed files and stores in respective release specific folder.

Figure 1-1 Indexing



1.2.2 Release Specific Indexing

Indexing is done for the following release of OFSLL and indexed files are provided in respective folder. The mapping of Release number v/s Folder name and Part Number is indicated below:

Table 1-1 Release Specific Indexing

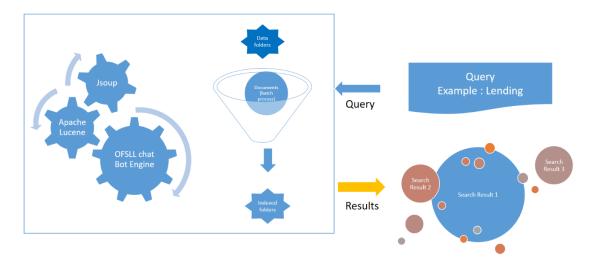
Release No	Folder Name	Part Number
14.12.0.0.0	14.12	F53373_01

1.3 How does Search Work?

On initiating the Search, the keyword is searched in the index directory and a URL link is returned in two ways for the specific release number mapped. The search results are provided in both the below combinations:

- Page(s) link in which the Search keyword is present
- Direct heading link in which the Search keyword is present. This is fetched using hash tag
 reference for the topic.

Figure 1-2 Search



1.4 Third Party Licenses

OFSLL BOT uses the following third party licenses:

 Apache Lucene, Version: 8.10.1 The Apache Software Foundation, Technology: Lucene, Version: 8.10.1

Files used (below are part of Apache Lucene 8.10.1)

Lucene Core (8.10.1)

Lucene query parser (8.10.1)

• JSOUP 1.14.3 Jsoup is a Java library for working with real-world HTML.

It provides a very convenient API for fetching URLs and extracting and manipulating data, using the best of HTML5 DOM methods and CSS selectors.

jsoup implements the WHATWG HTML5 specification, and parses HTML to the same DOM as modern browsers do.

scrape and parse HTML from a URL, file, or string

find and extract data, using DOM traversal or CSS selectors

manipulate the HTML elements, attributes, and text

The purpose of using Jsoup in chatbot is to read the html elements <tags> <href> and use it as a added part of indexing

Link : https://jsoup.org

For detailed information, refer to product licensing guide.

1.5 Features of BOT

Following are the unique features of OFSLL BOT:

Readily available navigation links to the following:



- Link to all Release documentation
- Dynamic Document Search option
- Link to currently mapped Product Release notes
- Listing of Product Module / Classified Guides
- Link to list of indexed Keywords
- Link to Getting Started Video gallery
- Link to Release Highlights
- Intuitive Menu options:
 - Option to clear chat data
 - Speech Conversion Voice based Input
 - Personalization of BOT interface

This topic consists of the following sections:

Support of Text and Voice Based inputs

1.5.1 Support of Text and Voice Based inputs

The BOT can support both Text and Voice based inputs to find information. This attempts to comply with multiple accessibility options.

The BOT is enabled with voice based inputs where in voice commands are accepted as input equivalent to typing or clicks. This option works on clicking the Mic button.

During text based input, the response is provided in the BOT interface. In a voice based input, the response is provided in both voice based response and BOT response simultaneously.

However, note that voice based input does not support to open a URL (link) reference.

1.6 Launch OFSLL BOT

OFSLL BOT can either be in enabled or disabled status by default depending on the weblogic csf configuration (refer section 2.5 in this document). If enabled, on launch of OFSLL application the BOT is available at right bottom corner.

Note:

Note: Before you being, ensure to perform the required configuration as detailed in Developer Guide for BOT Customization chapter.



RACLE inancial Services Lending and Leasin	g	
	Sign In	
	Please enter userid and password	
	* User Id	
	* Password	
	Sign In	
Financial Services Lending and Leasing 14.11.0.0.0 pht © 1998,2021, Oracle and/or its affiliates. All rights reserved.		

Figure 1-3 OFSLL BOT

On clicking the BOT icon, the welcome message is as displayed:

Figure 1-4 OFSLL BOT- Welcome I	message
---------------------------------	---------

CRACLE Financial Services Lending and Leasing			0
	Sign In Please enter userid and password * User Id * Description * Password Sign In	OFSLL Bot	<i>≕ %</i> –
Oracle Ensurial Services Locilies and Location 1411.0.0.0		Welcome to OFSLL Bot!! May i know who i am talking to ? Thursday, April 29, 2021, 05:3455 PM true	
Oracle Financial Services Lending and Leasing 14.11.0.0.0 Copyright \textcircled{C} 1998,2021, Oracle and/or its affiliates. All rights reserved.		Kindly Type here	

This topic consists of the following sections:

- BOT UI Elements
- BOT Usability Workflow



1.6.1 BOT UI Elements

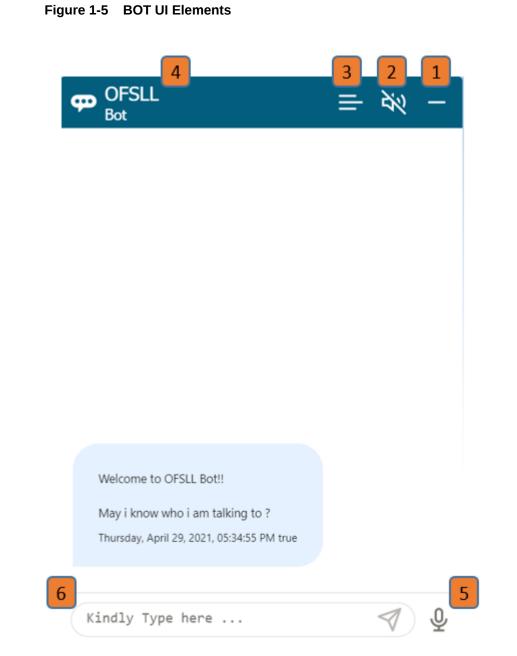


Table 1-2 BOT UI Elements

SI.No	Option	View / Action
1	Minimize	Minimize BOT window
2	Speaker output	Enable BOT in speaker mode
3	Clear chat	Clear all messages in the BOT



SI.No	Option	View / Action
4	Customized label	Customization for title label is detailed in Bot Customization section.
5	Mic Input	Enable Mic for voice based input
6	Text Input	Enter search string using keyboard

Table 1-2 (Cont.) BOT UI Elements

1.6.2 BOT Usability Workflow

Below is a simple sequence of user interaction with OFSLL BOT.

SI.N o	Action	BOT response	
1	Enter your name	BOT registers and provides a confirmation message to continue.	♥ OFSLL Bot - OFSLL User Thursday, April 29, 2021, 05:55:16 PM true Welcome OFSLL User, I I am your personal assistant to guide you with documentation queries !! Click Yes to continue, No to Exit ? Thursday, April 29, 2021, 05:55:16 PM true Yes No
			kindly Type here 🥑 Q

 Table 1-3
 BOT Usability Workflow

SI.N D	Action	BOT response	
2	Clicking on Yes	BOT presents list of documentation resorces for selection.	OFSLL = 첫 -
	Clicking on No	Docubot displays an exit message. However, there is option to start again.	OFSLL Release Documentation Document Search Product Release Notes Product Classified Guides Navigate to index page Getting Started Videos Release Highlights Write back to us
3	Clicking on OFSLL Release Documentation	Clicking on the Open Link, BOT Kindly Type here ♥	<text><text><text><text><section-header><section-header></section-header></section-header></text></text></text></text>

 Table 1-3
 (Cont.) BOT Usability Workflow

SI.N o	Action	BOT response	
4	Clicking on Documentation Search	PFSLL Bot E & - Search Results for : Customer Service Release No : 14.10 Page Details : Line_Collection, User_Guide : Line Collection User Guide TOC Description : 3.3.1 Viewing the Customer Service/Collection tasks Customer Service 4.1 Introduction 4.1.1 Quick Search section 4.2 Customer Service screen 4.3 Customer Service screen's Collections tab 4.5 Customer Service screen's Collections tab 4.5 Customer Service Open Link Open Link Bot Exit Exit Image Details in horizontal navigating cards based on ranks from the list of documents which were indexed. Clicking on the Open Link, BOT displays the result page which contains the search keyword.	<page-header><text><section-header><list-item><list-item><list-item><section-header><section-header><section-header><section-header></section-header></section-header></section-header></section-header></list-item></list-item></list-item></section-header></text></page-header>
5	Clicking on Product Release Notes	Product Release Notes Thursday, April 29, 2021, 06:02:53 PM true Search Results for: #OfsII Release Notes Release No: 14.10 Description: #OfsII Release Notes Open Link Return to Menu Document Search Exit Kindly Type here Clicking on the Open Link, BOT displays the release notes of current release.	vidUnterscutte.pdf 1/7 0 1 0 - Release Notes Oracle Financial Services Lending and Leasing Release 14.0.00 Part No. F27106-01 CREACE Financial Services - + -

 Table 1-3
 (Cont.) BOT Usability Workflow

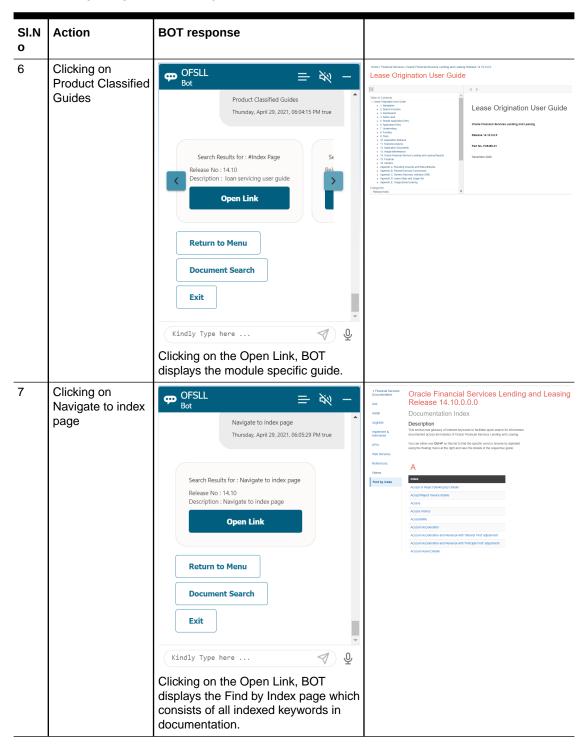


Table 1-3 (Cont.) BOT Usability Workflow

SI.N o	Action	BOT response	
8	Clicking on Getting Started Videos	Clicking on the Open Link, BOT displays the video gallery link with	Oracle Financial Services Lending and Leasing Release 14,10,0,0,0 View
9	Clicking on Release Highlights	getting started videos.	CROCLE Texanol Services Londing and Lessing Reisess 14.110.00 Texanol Services Londing and Lessing Reisess 14.110.00 Product Summary Reises Highlight Texanol Services Londing and Lessing Reisess 14.110.00 Product Summary Reises Highlight Reises Highlight R

Table 1-3 (Cont.) BOT Usability Workflow

SI.N o	Action	BOT response	
10	Clicking on Need More Help	P OFSLL Bot Exit Need more Help Thursday, April 29, 2021, 06:22:36 PM true	P OFSLL = ℵ - Vou need to login for additional support Thursday, April 29, 2021, 06:22:37 PM true Yes No
		OFSLL User , You need to login for additional support Thursday, April 29, 2021, 06:22:37 PM true Yes	Yes Thursday, April 29, 2021, 06:30:38 PM true OFSLL User , Glad I could help . Kindly Login and continue !! Thursday, April 29, 2021, 06:30:38 PM true
11	Clicking on Exit	BOT displays an exit message. However, there is option to start again.	kindly Type here ♥ ♀ ♥ OFSLL = À -
			Need more Help Exit Exit Thursday, April 29, 2021, 06:32:28 PM true
			Thank you , Glad I could help!! Thursday, April 29, 2021, 06:32:29 PM true Start again
			Kindly Type here 🦪 Q

Table 1-3 (Cont.) BOT Usability Workflow

2 Developer Guide for BOT Customization

This section of the document intends to help you to set up and configure Oracle Digital Assistant (ODA) **ASK** with the sample OFSLL wrapper. However, the instructions are provided in brief and for any additional information, contact Oracle Financial Services Lending and Leasing Product Engineering team.

Note:

Currently this framework supports basic authentication provided by OFSLL REST service. OAUTH authentication is not supported. Additionally, OBDX (Oracle Banking Digital Experience) can be integrated for user authentication purpose. For more information, refer to documentation at https://docs.oracle.com/cd/E97825_01/webhelp/Content/obdx/core/authentn/authntctn.htm

This topic consists of the following sections:

- Pre-requisites
- OFSLL Wrapper customization
- ODA Dialog Flow Development
- Deploying war file on WebLogic Server
- Web application UI for Accessing BOT
- Configure CSF Mapping in Weblogic
- BOT Configuration
- Bot Customization

2.1 Pre-requisites

Following are the mandatory pre-requisites:

- OFSLL being a back-office system with limited capability, the following external components are to be integrated in a single framework:
 - ODA or Oracle Digital Assistant is a platform that allows to create and deploy digital assistants, which are AI-driven interfaces that help users accomplish a variety of tasks in natural language conversations.
 - OBDX or Oracle Banking Digital Experience as a Application Launching portal and for multi-factor authentication.
 --or--
 - Any 3rd party web application or customer self-service portal or lenders/financial services website to launch OFSLL BOT. In this case user authentication related integration needs to be handled as part of the implementation activity.
- Users need to have a capability to develop customized workflows using ODA development framework. A brief introduction is explained in ODA – Dialog Flow Development section.



- User need to have a good understanding of OFSLL REST services and should be able to customize it accordingly.
- User needs to be well versed with OFSLL wrapper customization as explained in OFSLL Wrapper customization section.

2.2 OFSLL Wrapper customization

Note:

Note: From the current release onwards, no additional jar file needs to be added since Maven - Pom.xml based model has been implemented.

Follow the below steps for OFSLL wrapper customization:

1. Import project into eclipse and modify channel. Properties to update below properties.

```
ofsll.baseURL = <OFSLL REST service base URL
<http://<host>:<port>/OfsllRestWS/service/api/resources>>
ofsll.username = <OFSLL username>
ofsll.password = <OFSLL pass>
ofsll.suffix = htm
ofsll.otmHttpUrl=https://docs.oracle.com/cd/
ofsll.fIndex=/findex.htm
ofsll.index=index.htm
ofsll.video=/videos.htm
ofsll.ofsllReleaseNotes=/pdf/refdocs/ofsll release notes.pdf
ofsll.ofsllReleaseDoc=https://docs.oracle.com/en/industries/financial-
services/financial-lending-leasing/index.html
ofsll.splitSeperator==
ofsll.maxHitsResults=<max number of results returned>
ofsll.indexDir = <Release index directory path of server >
ofsll.releaseVersionUrl= <Release Part number>
ofsll.releaseNo=<Release No>
ofsll.releaseHighlights=/pdf/refdocs/release highlights.htm
```

- 2. To add any new service modify com.ofss.ofsll.chatbot.restclient.ChatRestClient.java file.
 - Inside ChatRestClient Class add a new method with required actions
 - Add supporting JAXB files.
 - Use the available supporting methods -- readInputStream, setChatBotResponse, createConnection, stringToJaxb etc.

Example for document search functionality is indicated below:

```
@Consumes(MediaType.APPLICATION_JSON)
    @Produces(MediaType.APPLICATION_JSON)
    @POST
    @Path("/lucenesearch")
    public Response lucenesearch(ODARequestDTO ibcsRequest) throws
IOException {
    final IChatbotAssembler chatbotAssembler =
ChatbotAssemblerFactory.getInstance().getChatbotAssembler("ODA");
```

```
final HashMap < String,</pre>
    Object > map = (HashMap < String, Object > )
ibcsRequest.getProperties();
    String searchQuery = "";
    Properties prop = new Properties();
    try (InputStream propertiesFile =
this.getClass().getClassLoader().getResourceAsStream("channel.properties"))
prop.load(propertiesFile);
    }
    if (map != null && map.containsKey("query")) {
    searchQuery = (String) map.get("query");
    ResponseDTO ibcsResponse = null;
    try {
    ChatbotResponseDTO chatbotResponse = new ChatbotResponseDTO();
    String indexDirPath = prop.getProperty("ofsll.indexDir")
+prop.getProperty("ofsll.releaseNo");
    String releaseVersionUrl = prop.getProperty("ofsll.releaseVersionUrl");
    String urlPrefix = prop.getProperty("ofsll.otmHttpUrl");
    String splitSeperator = prop.getProperty("ofsll.splitSeperator");
    String releaseNo = prop.getProperty("ofsll.releaseNo");
    String urlPrefixPath = urlPrefix + releaseVersionUrl;
    String findexPath = prop.getProperty("ofsll.fIndex");
    String indexPath = prop.getProperty("ofsll.index");
    String videoPath = prop.getProperty("ofsll.video");
    String ofsllReleaseNotesPath =
prop.getProperty("ofsll.ofsllReleaseNotes");
    String ofsllReleaseDocPath = prop.getProperty("ofsll.ofsllReleaseDoc");
    Integer maxHitsResults =
Integer.parseInt(prop.getProperty("ofsll.maxHitsResults"));
    File fileIndexDirPath = new File(indexDirPath);
    LuceneSearchHighlighter luceneSearchHighlighter = new
LuceneSearchHighlighter();
    List<String> fileList = new ArrayList <> ();
    if ((searchQuery.toLowerCase().trim().contains("#ofsll release
document")) ||
(searchQuery.toLowerCase().trim().contains("navigate to index page")) ||
(searchQuery.toLowerCase().trim().contains("#video gallery")) ||
(searchQuery.toLowerCase().trim().contains("#ofsll release notes")) ||
(searchQuery.toLowerCase().trim().contains("#index page"))) {
    if ((searchQuery.toLowerCase().trim().contains("#ofsll release
document"))) {
    releaseNo="All Release Version";
    fileList.add(searchQuery + splitSeperator + ofsllReleaseDocPath +
splitSeperator+searchQuery+ splitSeperator+releaseNo);
    }
    if ((searchQuery.toLowerCase().trim().contains("navigate to index
page"))) {
    fileList.add(searchQuery + splitSeperator + urlPrefixPath + findexPath
+ splitSeperator+searchQuery+ splitSeperator+releaseNo);
    }
    if ((searchQuery.toLowerCase().trim().contains("#index page"))) {
    searchQuery = indexPath;
    fileList = luceneSearchHighlighter.searchsinglepage(fileIndexDirPath,
searchQuery, maxHitsResults, splitSeperator);
```

```
if ((searchQuery.toLowerCase().trim().contains("#video gallery"))) {
    fileList.add(searchQuery + splitSeperator + urlPrefixPath + videoPath
+ splitSeperator+searchQuery+ splitSeperator+releaseNo);
    }
    if ((searchQuery.toLowerCase().trim().contains("#ofsll release
notes"))) {
    fileList.add(searchQuery + splitSeperator + urlPrefixPath +
ofsllReleaseNotesPath + splitSeperator+searchQuery+
splitSeperator+releaseNo);
    }
    } else {
    searchOuery = searchOuery.replaceAll("#", "");
    fileList = luceneSearchHighlighter.search(fileIndexDirPath,
searchQuery, maxHitsResults, splitSeperator);
    }
    String serviceOutputForChatBot = "";
    for (String obj: fileList) {
    if (serviceOutputForChatBot == "") {
    serviceOutputForChatBot = obj.replace("\\", "/");
    } else {
    serviceOutputForChatBot = serviceOutputForChatBot + "\n---\n" +
obj.replace("\\", "/");
    }
    }
    if (fileList.isEmpty()) {
    String errorOutputForChatBot = "Search is not found for : " +
searchQuery;
    setChatBotResponse("failure", errorOutputForChatBot, chatbotResponse,
"response", "request");
    } else {
    List < String > srhchoices = new ArrayList < >();
    for (String obj: fileList) {
    srhchoices.add(obj.replace("\\", "/"));
    }
    setChatBotResponse("success", srhchoices, chatbotResponse, "acc_srh",
"acc srh");
    ibcsResponse = chatbotAssembler.fromChatbotResponseDTO((RequestDTO))
ibcsRequest, chatbotResponse);
    } catch(Exception e) {
    LOGGER.log(Level.SEVERE, e.getMessage());
    }
    return Response.status(Response.Status.OK).entity((Object)
this.buildResponse((Object) ibcsResponse)).build();
```

3. Export project as war file.

- Deploy <WL_Home>/wlserver/common/deployable-libraries/jax-rs-2.0.war as Library on weblogic.
- 5. Deploy generated WAR (OracleFSLLChatBot.war) in step 3 onto weblogic server.
- 6. Note down base service URL that is required while publishing in ODA.

Example: http://<host>:<port>/ofsll/v1/fulfillment

2.3 ODA – Dialog Flow Development

Each menu option displayed in BOT are configured as an **Intent** which is configured to perform a specific function or otherwise call a REST service in OFSLL.

In-order to achieve a sequence of menu options, dialog flow development is required to be performed in ODA Oracle Digital Assistant. Following is a quick overview of steps involved:

- Login
- Creating Skill / Digital Assistant
- Defining Entity
- Adding Intents
- Updating Bot flow using Yaml
- Adding OFSLL REST service
- Configuring Channel for Publishing
- Publishing

It is recommended to refer to ODA documentation for detailed information - https:// docs.oracle.com/en/cloud/paas/digital-assistant/index.html

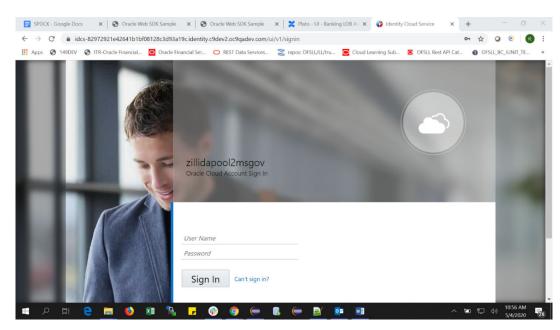
In the ODA - dialog flow development, you can either create new or import the given sample available in path –

```
<release.zip>\LL\release\14 x 0 0 0\ws as\ChatBot\documentation-bot
```

The sequence of flow in creating a sample BOT in ODA is indicated below with illustration:

1. Login to ODA UI

Figure 2-1 ODA UI - Login page



2. Go to Home



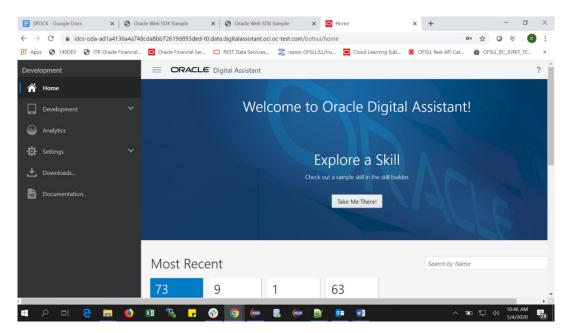
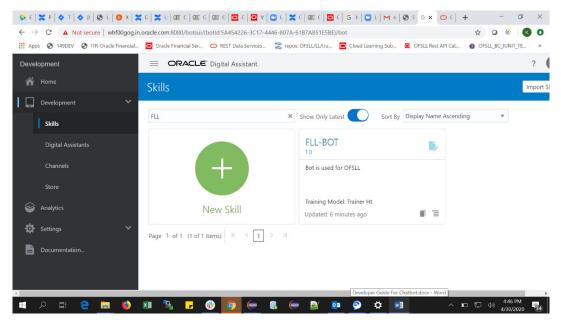


Figure 2-2 ODA UI - Home

3. Create Skill/Digital Assistant.

Figure 2-3 Skill Assistant



4. Add Entities

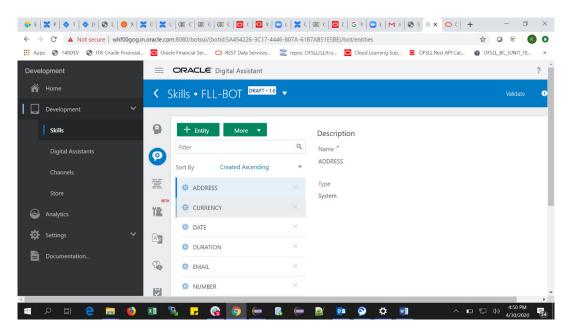
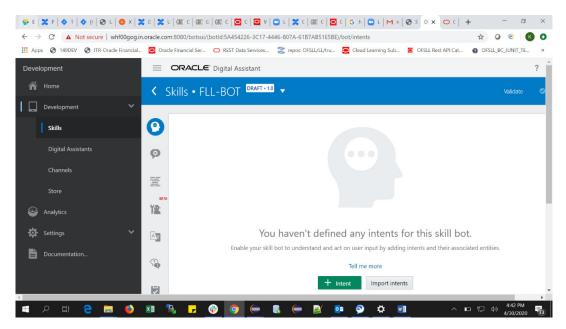


Figure 2-4 Add Entities

 Add Intents. This involves defining Activity, Available option, Next level, Breakpoint, intermediate steps.

Figure 2-5 Add Intents



6. Add Bot flow using Yaml

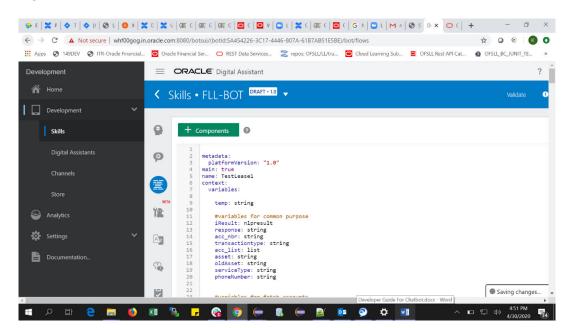
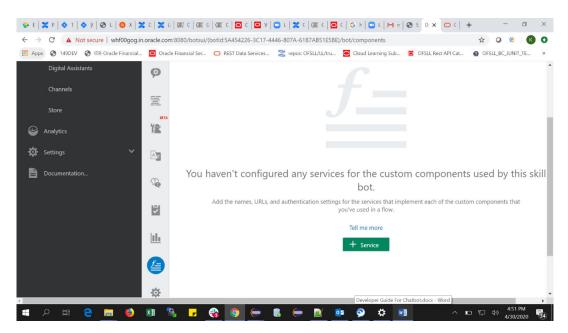


Figure 2-6 Add Bot flow

7. Add OFSLL REST Service

Figure 2-7 OFSLL REST Service



ORACLE [®] Digital Assistant - Version	20.09		a sendmail-test-discard@oracle.com
			💥 🕨 Validate 🕕
Custom Webview			
(P) + Service	Service Enabled		Reload Delete
Filter	* Name	Operations	
Operations	Description	Operations	
accountsummary	Status	✓ Ready	
advancedisbursement	Platform Version	1.0	
Currentpreferences	* Materia (10)	http:// <server name="">:<port #="">/ofsil/v1/fulfillment</port></server>	
Currentrateofinterest	* User Name		
displaycurrentlimitdetails	Password		Reset
fetchaccounts	Optional HTTP Headers Ø		
insurancedetails	You can include HTTP headers here, if needed b	ay your hosting service.	
Iastbillingdetails			Add HTTP Header
		You don't have any HTTP headers.	

Figure 2-8 REST Service

- 8. Add Channel. This indicates where it has to be published and in this sample application, only web channel is supported.
- 9. Enter the published URL as generated in step 2.6

Apps 🔇 149DEV 🔇 ITR-Oracle Fina	ncial 🖸 Oracle Financial Ser 🔘 REST Dat	a Services 💈 r	epos: OFSLL/LL/tru 🔁 Clo	oud Learning Sub 🧧 OFSLL Rest API Cat 👩 OFSLL_I	C_JUNIT_TE
evelopment		istant			?
A Home	Channels				
Development	*				
Skills	Users Agent Integrations	DA as Agent	Applications Syste	m	
JUIN				Select skill or digital assistant to route messages to	
Digital Assistants	+ Channel		Route To	Select skill or orgital assistant to route messages to	
Channels	Filter	٩	Channel Enabled		Reset Sessi
	A fictitious_fb	×	* Name	Channel name	
Store		×	Description	Optional short description for this channel	
Analytics	iOS_for_ClinicalOne	~			
Settings	OFSLL	×	Channel Type	Facebook Messenger	
Net angs	Ofsll_svn	×	* Page Access Token	-	
		×	Page Access Token	Copy from the Facebook app and paste it here	
🛃 Downloads	Opera_oracle_web	~			
 Downloads Documentation 					

Figure 2-9 Channels

- **10.** After completion of Skill, publish. On publishing, the draft is converted to final non-editable version and only final published version is accessible in bot.
- Additional security layer is available to allow chatbot to work for specific registered domains. To do so, select the channel, navigate to Allowed Domains and add the domain name in the field. For example, adding *in.company1.com* allows chatbot to work only from company1 domain.
- 12. There is also an option to define the session time-out for chatbot which by default is set to maximum of 1440 minutes. You can enter the required time in minutes.

Note:

The **ofsll-documentation-bot** is the sample ODA FLL application designed for the demo purpose. The same can be imported in any ODA environment tested, modified for new features.

2.4 Deploying war file on WebLogic Server

Before you begin, ensure to use the war file for deployment of OFSLL BOT available in the path - release <14_x.0.0.>\ws_as\ChatBot\OracleFSLLChatBot.war.

1. Login to Web Logic application server enterprise manager (e.g.:http://hostname:port/em).

For example, http://host01.example.com:8001/console



Figure 2-10 Web Logic application server - Login

Welcome Log in to work with the WebLogic Server domain Username: Password: Login	
Username: [Password:	Welcome
Password:	Log in to work with the WebLogic Server domain
	Username:
<u> </u>	

- 2. Enter valid login credentials.
- 3. Deploying an application is a change to the domain's configuration, so it must first be locked. In the Change Center. Click Lock & Edit.





Figure 2-11 WebLogic Server - Change center

4. Under Domain Structure, click **Deployments**.

	Serve
Change Center	
View changes and restarts	
No pending changes exist. Click the R Configuration button to allow others to domain.	
Lock & Edit	
Release Configuration	

Figure 2-12 Deployments

5. On the right, under Deployments, click **Install**.

Figure 2-13 Install

Deployments				
Install Update	Delete	Start 🗸	Stop 🗸 S	howing 0 to 0 of 0 Previous Next
Name 🗞	State	Health	Туре	Deployment Order
		There are no ite	ms to display	



- 6. Find the Current Location field. Use the links to browse to the location in which you placed the downloaded OracleFSLLChatBot.war file.
- 7. The .war file is available in the path -

 $\label{eq:release} $$ release <14_x.0.0.0 \ ws_as \ that Bot \ radio button next to it. Using the links and the radio button, the console auto populates the Path fields. Alternatively, you can type in the path and file name in the Path field yourself. Click$ **Next**.

Figure 2-14 Install Application Assistant 1

Back Next Finish Cance	8
	nd prepare for deployment the application not directory, archive file, exploded archive directory, or application module descriptor that you want to install. You can also enter the path of the application directory or file in the Path field slayed below. If you cannot find your deployment files, Upload your file(s) and/or confirm that your application contains the required deployment descriptors.
Path: Recently Used Paths: Current Location:	
ofslibot.war	
Back Next Finish Cance	4

8. Ensure that Install this deployment as an application option is selected. Click Next.

nstall A	pplication Assistant
Back	Next Finish Cancel
Choo	ose targeting style
-	ets are the servers, clusters, and virtual hosts on which this deployment will run. There are ral ways you can target an application.
) Ins	stall this deployment as an application
The ap usage.	oplication and its components will be targeted to the same locations. This is the most common
() Ins	stall this deployment as a library
	ation libraries are deployments that are available for other deployments to share. Libraries should ilable on all of the targets running their referencing applications.
Back	Next Finish Cancel

Figure 2-15 Install Application Assistant 2

9. In the below window, click Next.



stall Application Assistant	
Back Next Finish Cancel	
Select deployment targets	
Select the servers and/or clusters to which you want to deploy this application. (You deployment targets later).	can reconfigure
Available targets for benefits :	
Servers	
AdminServer	
dizzy1	
dizzy2	
dizzy3	

Figure 2-16 Install Application Assistant 3

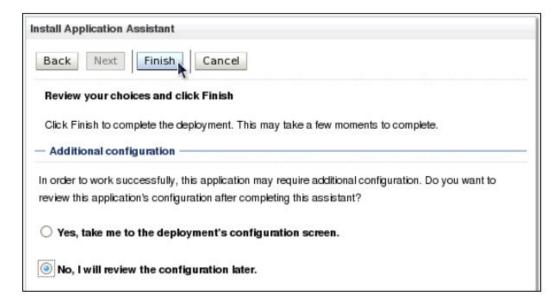
10. Retain the default values and click Next.

Back	Next Finish Cancel
Optional	Settings
You can	modify these settings or accept the defaults
Genera	
What do y	ou want to name this deployment?
Name:	
- Security	,
What secu	rity model do you want to use with this application?
	ing model do you want to use with the application ?
	ly: Use only roles and policies that are defined in the deployment descriptors.
🖲 DD Oı	
DD Or O Custo	ly: Use only roles and policies that are defined in the deployment descriptors.
DD Or Custo Chat are definition	ily: Use only roles and policies that are defined in the deployment descriptors. m Roles: Use roles that are defined in the Administration Console; use policies
DD Or Outlook Custo that are d Custo	nly: Use only roles and policies that are defined in the deployment descriptors. m Roles: Use roles that are defined in the Administration Console; use policies efined in the deployment descriptor.
DD Or Custo that are d Custo Administr	nly: Use only roles and policies that are defined in the deployment descriptors. m Roles: Use roles that are defined in the Administration Console; use policies efined in the deployment descriptor. m Roles and Policies: Use only roles and policies that are defined in the
DD Or Custo that are d Custo Administr Administr	nly: Use only roles and policies that are defined in the deployment descriptors. m Roles: Use roles that are defined in the Administration Console; use policies efined in the deployment descriptor. m Roles and Policies: Use only roles and policies that are defined in the ration Console.
DD Or Custo Custo Custo Custo Administr Advan page.	nly: Use only roles and policies that are defined in the deployment descriptors. m Roles: Use roles that are defined in the Administration Console; use policies efined in the deployment descriptor. m Roles and Policies: Use only roles and policies that are defined in the ration Console.
 DD Or Custo Custo Custo Advan page. Source 	ily: Use only roles and policies that are defined in the deployment descriptors. m Roles: Use roles that are defined in the Administration Console; use policies efined in the deployment descriptor. m Roles and Policies: Use only roles and policies that are defined in the ation Console.

Figure 2-17 Install Application Assistant 4

11. In the below window, select the option **No**, I will review the configuration later and click **Finish**.

Figure 2-18 Install Application Assistant 5



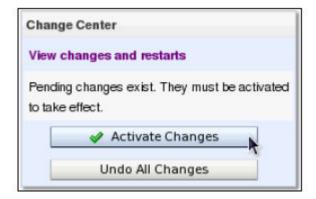
Once done view the messages indicating that the deployment was installed, but changes must be activated. In addition, notice the benefits application listed in the Deployments table.

✓ You n system.	nust also activ	ate the pendin	ig changes to o	commit this, a	and other	updates, to t	he active
ummary (of Deployme	nts					
Control	Monitoring						
controls	yed), or delete on this page.			-			
(redeplo controls To instal button. Custom Deploym	on this page. Il a new applic nize this table nents	ation or modul	e for deployme	ent to targets	in this do	main, click th	e install
(redeplo controls To instal button. Custom Deploym Install	on this page. Il a new applic nize this table ments	ation or modul		ent to targets	in this do	main, click th	

Figure 2-19 Installed Deployment - message

12. In the Change Center, click the **Activate Changes** button.

Figure 2-20 Activate Changes





Notice the message indicating that the changes have been activated. In addition, notice the benefits application listed in the Deployments table is now in the **Prepared** state.

ummary	of Deployme	nts					
Control	Monitoring						
been ins (redepic controls To insta	italled to this d yed), or delete on this page.	omain. Installe ed from the do	ed application main by first	and stand-alon s and modules selecting the a nent to targets	can bes pplication	tarted, stopp name and us	ed, updated sing the
Custon Deployn	nize this table ments						
Custon	nents		Start ~	Stop ~	Showing	1 to 1 of 1 P	revious Nex
Custon Deployn	nents		Start ~	Stop ~	Showing Thealth	Type	revious Nex Deploymen Order

Figure 2-21 Deployments - changes activated

13. Select the checkbox against the left of the benefits application in the Deployments table. In the Start drop-down list, select **Servicing all requests** option.

Figure 2-22 Checkbox - Servicing all requests

Install Update	Delete	Start ~	Stop 🗸	Showing	1 to 1 of 1 P	revious Nex	
_		Servicing all	requests	d'		Deployment	
Name 🖚		Servicing on	Servicing only administration requests		ests	Order	
v • •			Prepared	🖋 ок	Web Application	100	

14. Click Yes to continue.

Figure 2-23 Start Application Assistant

Art Application Assistant	
Start Deployments	
ou have selected the following depk	oyments to be started. Click 'Yes' to continue, or 'No' to cancel.
•	
Yes No	

15. A message is displayed indicating a start request was sent. Subsequently Notice that the state of application is '**Active**' indicating that the application is accessible.

Figure 2-24 Deployments - start request sent message

Summary	of Deploymen	ts					
Control	Monitoring						
(redepic controls		d from the do	omain by first	is and modules selecting the a	pplication	name and us	sing the
button.	ize this table		e for deployn	nent to targets	in this do	main, click th	e Install
Custon	ize this table		Start ~	•			
Custon Deployn	ize this table		1	•			revious Next Deployment Order

2.5 Web application UI for Accessing BOT

Web Application is User Interface where you can access the BOT functionality. The same can be integrated with OFSLL UI or any other front-end application such as customer support portal or financial institution website.

To configure WebApp, do one of the following:

- In case you wish to launch BOT as separate application, Modify index.html in OracleFSLLChatBot (or OracleFSLLChatBot.war) and update the following 2 fields with required details:
 - URI: '<ODA host>',



- channelld: 'published bot channel ID'
- In case you wish to integrate BOT in an existing front-end application, use the provided index.html with the modified value and web-sdk.js

The BOT needs to be published on the login page and the only way it come be done is by adding the above properties in the Weblogic

For additional information, contact Oracle Financial Services Lending and Leasing Product Engineering team.

2.6 Configure CSF Mapping in Weblogic

The below section details the process of CSF configuration for BOT to appear on OFSLL home page.

Following are the Parameters:

- Create a map called LOGIN_CHATBOT_MAP_NAME = ofsll.login.chatbot
- Channel ID
- URI
- BOT enabled Y/N
- 1. Login to the Weblogic server.

Figure 2-25 WebLogic Server Login

ORACLE Enterprise Manager Fusion Niddleware Control 12c		G Weni ogic Domain 🕤 QAADMIN 👻	
	nd Edit" in the Change Center menu.	Monitoring Diagnostics Control	•
	Security Realms	Environment	,
	Security Administration Web Service Security	Deployments JDEC Data Sources	
The details behind this box is intentionally hidden	Application Policies Application Roles System Policies Security Provicer Configuration	Messaging Cross Component Wiring Web Services Other Services	5 5 5 7
	Audit Registration and Policy	Administration Refeesh WebLogic Domain	*
	Keystore	Security	
		JNDI Browser System MBean Browser	

2. In the following screen, click NEW MAP



Figure 2-26 Map

w w	+ Create Map + Create Key	🖋 Edit 🗙 Delete	Credential Key Name	▶ 80	Detach	
Creder	itial				Туре	Description
	The details beh	iind this box hidden	t is intentionally			
L						
4 0	ofsill.login.chatbot					
4 0	ofsillogin.chatbot © LOGIN_CHATBOT_CHANNEL				Generic	LOGIN CHATBOT CHANNEL
4 0					Generic Generic	LOGIN CHATBOT CHANNEL

3. Add URI

Figure 2-27 URI

Warning	
A generic credential encapsula	tes any customized data or arbitrary token, such as a symmetric key. Ensure that editing them as string text will not affect runtime beha
Select Map	ofsII.login.chatbot
Кеу	LOGIN_CHATBOT_URI
Туре	Generic
Description	LOGIN CHATBOT URI
* Credential	

4. Enter BOT INDICATOR.

Figure 2-28 BOT Indicator

apsulates any customized data or arbitrary token, such as a symmetric key. Ensure that editing them as string text will not affect runtime behavior
t Map ofsil.login.chatbot
Key LOGIN_CHATBOT_ENABLED_IND
Type Generic
Iption LOGIN CHATBOT ENABLED INDICATOR
Iential Y

5. Enter BOT CHANNEL ID



🛕 Warning	
A generic credential encapsulate	es any customized data or arbitrary token, such as a symmetric key. Ensure that editing them as string text will not affect runtime behave
Select Map	ofsil login chatbot
Key	LOGIN_CHATBOT_CHANNEL
Туре	Generic
Description	LOGIN CHATBOT CHANNEL
* Credential	

Figure 2-29 Bot Channel ID

6. Configure the chatbot.js on the login page. Refer to the below image and .js code for reference.

	Page »	🔄 chatbot.js × 🕨	II 🙃 🕆 🕆 🏴 🏴 🌔
Sign In Please effer sentid and password * User Jd * Password Sign In	Page ≫ : top top top ofsll1410 i afr afr i faces/pages i collsignin,jsf v avascripts i collsignin,jsf v avascripts v	<pre>[] chabodjs x</pre>	II Group 1 2 4 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9
		32 enableBotAudioResponse: true, 33 skillvoices: [{ 34 lang: 'en-US',	

Figure 2-30 Configure

Ensure that no changes are done to the following js code:

```
function onLoginPageLoad(event) {
var source = event.getSource();
AdfCustomEvent.queue(source, "LoginChatbotEvent",
{
'someArg' : 'true'
},
true);
function onHomePageLoad(evt) {
var eventSource = evt.getSource();
AdfCustomEvent.queue(eventSource, "HomeChatbotEvent",
{
'someArg' : 'true'
},
true);
```



```
}
function initSdk(name, uri, channel) {
var chatWidgetSettings = {
initUserHiddenMessage : 'Hi', openChatOnLoad : false, URI : uri,
channelId : channel,
font: '12px "Helvetica Neue", Helvetica, Arial, sans-serif',
locale: 'en-US',
enableClearMessage: true,
enableAutocomplete:false,
setSize:('400px' ,'786px'),
showConnectionStatus:true,
showTypingIndicator:true,
displayActionsAsPills:true,
enableSpeech:true,
enableAttachment:false,
enableBotAudioResponse: true,
skillVoices: [{
lang: 'en-US',
name: 'Samantha'
}, {
lang: 'en-US',
name: 'Alex'
}, {
lang: 'en-UK'
}]
};
if (!name) {
name = 'Bots';
}
setTimeout(function () {
const Bots = new WebSDK(chatWidgetSettings);// Initiate library with
configuration
Bots.connect()// Connect to server
.then(function () {
})
window[name] = Bots;
});
}
```

The above code needs to be implemented in the chatbot.js file as shown below:



Financial Services Lending and Leasing	Page Filesystem >>	[I∎ chatbot.js ×	E II 🙃 🕆 🕆 🏴 🚺
Financial Services Lending and Leasing OFSLL = やいーーーーーーーーーーーーーーーーーーーーーーーーーーーーーーーーーーー	Page Filesystem * Filesystem * F	<pre>9 function onHomePageLoad(evt) { 11 var eventSource = evt.getSource(); 22 AdfRustomevent_queue(eventSource, "HomeChatbotEvent", 33 { 34 isomeArg : 'true' 35 }; 36 isomeArg : 'true' 37 }; 37 } 38 introin initSok(name, uri, channel) { 36 function initSok(name, uri, channel) { 37 var dayLight ="default"; 38 }; 39 ifutction initSok(name, uri, channel) { 38 initseriiddentessage : 'Hi', openchatonLoad : false, 39 font: 'nitseriiddentessage : 'Hi', openchatonLoad : false, 30 font: 'Nitseriiddentessage : 'Hi', openchatonLoad : false, 31 font: 'Nitseriiddentessage : 'Hi', openchatonLoad : false, 32 font: 'Nitseriiddentessage : 'Hi', openchatonLoad : false, 33 font: 'Nitseriiddentessage : 'Hi', openchatonLoad : false, 34 font: 'Nitseriiddentessage : 'Hi', openchatonLoad : false, 35 font: 'Nitseriiddentessage : 'Hi', openchatonLoad : false, 36 font: 'Nitseriiddentessage : 'Hi', openchatonLoad : false, 37 font: 'Nitseriiddentessage : 'Hi', openchatonLoad : false, 38 font: 'Nitseriiddentessage : 'Hi', openchatonLoad : false, 39 font: 'Nitseriiddentessage : 'Hi', openchatonLoad : false, 30 font: 'Nitseriidde</pre>	Watch Vireakpoints Chattocljc22 if((new Date()).gettiours Scope Not poused Call Stack Not poused XHR/letch Breakpoints DOM Breakpoints Clobal Listeners Ferent Listeners
Thursday, April 29, 2021, 06:43:36 PM true		50 audioResponseOff: 'Click to turn audio respon 51 audioResponseOff: 'Click to turn audio respon	
		{} Line 22, Column 2 Coverage:	n/a

Figure 2-31 Implementation

 Web-sdk.js needs to be added from the << OFSLL Installed Directory >>/ /web_interface/ ofsllbot/WebApp/scripts.

The BOT when launched from Web Application is as shown below:



Financial Services Lending and Leasing			0
	Sign In Please enter userid and password Uuer Id * Dessword Sign In	Welcome to OFSLL Bot!! Welcome to OFSLL Bot!!	<u></u> ≈ ≈ –
Oracle Financial Services Lending and Leasing 14.11.0.0.0 Copyright © 1998,2021, Oracle and/or its affiliates. All rights reserved.		Thursday, April 29, 2021, 064336 PM true Kindly Type here	A) Õ

2.7 BOT Configuration

For the BOT to function, the following parameters are to be defined in the application.properties file available in the .war in the path indicated below.

<OFSLL Installed Directory path>LL\release\<release version>\ws_as\ChatBot\OracleFSLLChatBot.war\WEB-INF\classes\



The below tables lists all the parameters of the properties file. However, only those fields marked as ${\bf Y}$ in Update required (Y/N) column are to be updated.

SI.No	Parameter Name	Fields	Description	Update required (Y/N)	Sample
1	paymentPurpos eRequired=Y	Boolean	Captures the Payment purpose Required	N	Y
2	accessToken=	String	Captures the access token	Ν	
3	proxyIP=	String	Captures the Proxy	Ν	
4	proxyPort=	Integer	Captures the Proxy Port	Ν	
5	googleAPIKey=	String	Captures the Google API key	Ν	
6	imageUrl=	Path	Captures the Image URL	Ν	
7	defaultHomeEnt ity=	String	Captures the home entity	Ν	
8	stockCode=	String	Captures the Stock Code	Ν	
9	moneyTransferP ay=	String	Captures the Money Transfer Pay	Ν	
10	defaultBaseCon text=	String	Captures the default base content	Ν	
11	sessionExpiryIn Minutes = 15	Integer	Captures the Session timeout value	Ν	
12	ofsll.suffix = htm	String	Suffix of the files	Ν	Keep as .htm
13	ofsll.otmHttpUrl =https:// docs.oracle.co m/cd/	String	Captures the suffix for OTM Url	Ν	Keep as https:// docs.oracle.co m/cd/
14	ofsll.fIndex=/ findex.htm	String	Captures the Findex path	Ν	Keep as / findex.htm
15	ofsll.index=inde x.htm	String	Captures the index.htm	Ν	Keep as index.htm
16	ofsll.video=/ videos.htm	String	Captures the video file path	Ν	Keep as / video.htm
17	ofsll.ofsllReleas eNotes=/pdf/ refdocs/ ofsll_release_n otes.pdf	String	Captures the OFSLL release notes suffix	N	Do not change

Table 2-1 BOT Configuration - Parameters

SI.No	Parameter Name	Fields	Description	Update required (Y/N)	Sample
18	ofsll.ofsllReleas eDoc=https:// docs.oracle.co m/en/industries/ financial- services/ financial- lending-leasing/ index.html	String	Captures the OFSLL release doc URL	N	Do not change
19	ofsll.splitSepera tor==	String	Captures the Split separator	Ν	Do not change
20	ofsll.maxHitsRe sults=100	String	Captures the Max no of its results of the document query	Y (optional)	Change depending upon search results
21	ofsll.baseURL =	String	Captures the Service API URL	Y	Keep this blank for documentation bot
22	ofsll.username =	String	Captures the username of weblogic server	Y	Keep this blank for documentation bot
23	ofsll.pasd =	String	Captures the Password of weblogic server	Y	Keep this blank for documentation bot
24	ofsll.indexDir =/ folder path	Path	Captures the complete folder path where index files are placed (In this location, copy the index files from respective release folder. The index dir specific files are available in the below location: LL\release\14_x _0_0_0\ws_as\	Y	Change as per server indexed folder. Note: Ensure to use the same dir file indicated the path.
25	ofsll.releaseVer sionUrl=	Path	ChatBot\14.x) Captures the Part Number	Y	Refer Release Specific Indexing table.
26	ofsll.releaseNo=	Decimal	Captures the Release Number	Y	Refer Folder Name column Release Specific Indexing table.

Table 2-1	(Cont.) BOT	Configuration - Parameters



SI.No	Parameter Name	Fields	Description	Update required (Y/N)	Sample
27	ofsll.releaseHig hlights=/pdf/ refdocs/ release_highlig hts.htm	String	Captures the release highlights file path	N	Keep as /pdf/ refdocs/ release_highlig hts.htm

Table 2-1	(Cont.)	BOT	Configuration	- Parameters
-----------	---------	-----	---------------	--------------

2.8 Bot Customization

The Bot interface supports some of quick customization options as detailed below:

- Label Customization
- Bot Day/Night Theme Settings
- Floating Icon

2.8.1 Label Customization

To have a customized label for BOT interface do the following:

1. Open the chatbot.js file available in below location.

<Installation Director >\javascripts\chatbots.js

2. Locate **OFSLL** and edit the following code property as required.

```
il8n: {
    "en": {
      chatTitle: 'OFSLL', // Tool tip for title
      chatSubtitle: 'Documentation Bot', // Tool tip for Sub Title
      audioResponseOff: 'Click to turn audio response on', // Tool tip for
    the speaker off button
      audioResponseOn: 'Click to turn audio response off', // Tool tip for
    the speaker on button
      inputPlaceholder: 'Kindly Type here ... ', // Replaces Type a message
      send: 'Send (Enter)' // Replaces Send tool tip
      }
}
```

3. Save the chatbots.js file and redeploy the application.

Once done, the BOT interface displays the customized label.



♥ OFSLL
Bot ⇒ 𝔅 − OFSLL Release Documentation Document Search Product Release Notes Product Classified Guides Navigate to index page Getting Started Videos Release Highlights

Figure 2-33 Label Customization

2.8.2 Bot Day/Night Theme Settings

The Bot interface can be customized to display in dark theme based on Day/Night time defined. Do the following:

- Open the chatbot.js file available in below location.
 <Installation Director >\javascripts\chatbots.js
- 2. Locate and edit the pre-defined variable daylight property as required.

```
var dayLight ="default";
if((new Date()).getHours()>18)
{
    dayLight='redwood-dark';
};
```

Note the following:

- Here, default is the generic theme provided by ODA based Chabot.
- The number 18 represents 6PM, and Chabot theme changes after this time has elapsed in hours. The same can be changed as required.
- Ensure not to change the variable since the same is called in the chat Widget Settings assigned to attribute theme - Widget Settings : theme: dayLight,

Once done, the daylight theme is as displayed based on time zone:





Figure 2-34 Bot Day_Night Theme Settings

2.8.3 Floating Icon

The Bot icon when minimized can be used as floating icon and moved over the screen area. However, on maximizing the Bot window is displayed in its native position.

To have the Bot icon floating, do the following:

- 1. Open the chatbot.js file available in below location. <Installation Director >\javascripts\chatbots.js
- 2. Locate the below attribute and change the value to true.

enableDraggableButton:true,

Note:

When set to **true**, floating icon property is enabled and if set to **false**, floating icon property is disabled.



CRACLE Financial Services Lending and Leasing			C
F	Sign In Please enter userid and password * User Id * Password Sign In	OFSLL Bot	<u>=</u> ₩ -
Oracle Financial Services Lending and Leasing 14.11.0.0		Welcome to OFSLL Bot!! May i know who i am talking to 2 Thunday, April 28, 2021, 06:36:04 PM true	

Figure 2-35 Bot Customization_Floating Icon

