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How to Invoke OGL from ODA

Quick reference guide on how to invoke
Oracle Guided Learning from Oracle Digital Assistant.

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Purpose statement

This quick reference guide provides an overview of the steps involved in invoking Oracle Guided Learning (OGL) content from Oracle Digital Assistant (ODA). Included in this document are links to additional resources on how to use ODA.

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Overview

Oracle Guided Learning (OGL) is a digital adoption platform that helps you onboard your users quickly, maximize user productivity, increase adoption of new applications, and reduce support costs.

OGL adds an overlay on top of any modern web application. This overlay can provide step-by-step guidance for any process flows in the application, quickly provide context-sensitive help, and support change management by delivering targeted messages to your users.

Using in-application guidance, OGL helps your employees easily correlate their workflows with transactions in the web application. Whether seeking information in OGL or having OGL content served directly, users quickly acquire the learning they need to do their jobs effectively.

This document describes the process of invoking OGL through ODA in both Oracle Fusion host applications as well as non-Oracle Fusion web applications.

This reference guide takes into account the following assumptions and prerequisites:

- The client/user has both an OGL and an ODA license.
- The client/user has active accounts, login credentials, and access permissions for OGL and ODA.
- FAaaS (aka Fusion) customers have ODA provisioned with their Fusion application(s).
- OGL/ODA integrators are familiar with ODA Digital Assistance / Skill / Dialog Flows (For more information, refer to Oracle Digital Assistant - Tutorials).

Process for Oracle Fusion Applications

Fusion Applications come with a pre-provisioned ODA instance and many OOTB (Out-of-the-Box) DA/Skills. Therefore, one can extend any OOTB DA/Skill or create a new one and configure the same with Fusion.

Extend OOTB DA/Skills to Invoke OGL

1. Configure OGL on Fusion.
2. Log onto the pre-provisioned ODA for this Fusion instance.
3. Select and extend any out-of-the-box Digital Assistance.
    - *Fusion > HCM Experience Design Studio > Digital Assistance Configuration > Web Channel ID can show which channel is being configured with Fusion and which Digital Assistance it routes to.*
4. Select and extend any skill used in the above Digital Assistance.
    - *Customers can add a new Skill and add to the newly extended Digital Assistance too.*
5. Make changes to the skill flow by adding new intent or updating an existing response.

```
<button onclick="window.iridize('api.guide.start',
{apiName:'<guideApiName>'});">{button text}</button>
```

6. Train on the new skill.
7. Update extended Digital Assistance to use the extended skill.
8. Train on the new Digital Assistance.
9. Create a new Web Channel mapped to the extended Digital Assistance.
10. Configure new Web Channel in Fusion > HCM Experience Design Studio > Digital Assistance Configuration > Web Channel ID.

Watch the tutorial video 

Create a New Channel/DA/Skill to Invoke OGL

1. Configure OGL on Fusion.
2. Configure ODA on Fusion (For more information, refer to Activate a Digital Assistant in Oracle Cloud HCM).
3. **Create Web Channel → Digital Assistance → Skills → Intents → Flows in ODA console**.
4. Train the newly created intents.
5. Add the following code in any of the dialog flow custom responses to show a button. The button, when selected, launches the guide, as mentioned below as '*guideApiName*'.

```
<button onclick="window.iridize('api.guide.start',
{apiName:'<guideApiName>'});">{button text}</button>
```

Watch the tutorial video 

Process for Non-Fusion Web Applications

> **Note:** This procedure applies to standard web applications and may vary depending on the application and customization choices.

1. Configure OGL on your Host Application.
2. Configure ODA on your Host Application using ODA Web SDK (For more information, refer to Oracle Web).
3. Create Web Channel → Digital Assistance → Skills → Intents → Flows in ODA console.
4. Train the newly created intents.
5. Invoke **iridize('api.guide.start', {apiName:'<guideApiName>'})** from ODA widget as a <button> or <a>.

   - **Option #1**: Add the following in ODA Flow Response. The following line shows up as a button in ODA Widget.

     ```
     <button onclick="window.iridize('api.guide.start',{apiName:'<guideApiName>'});">{button text}</button>
     ```

   - **Option #2:** Create a custom function in settings.js to call ***api.guide.start*** and invoke the same from ODA Flow Response. The following line shows up as an anchor link in ODA Widget.

     ```
     <a onclick="launchGuide('<guideApiName>'});">{anchor text}</a>
     ```

   - **Option #3**: Use channel: websdk and delegate property of **chatWidgetSettings** in ODA Web SDK to invoke ***api.guide.start***.

     ```
     delegate: {
            beforeDisplay: function(message) {
                        setTimeout(() => {iridize('api.guide.start',
     {apiName:'<guideApiName>'}), 100);
                return message;
            },
            beforeSend: function(message) {
                return message;
            },
            beforePostbackSend: function(postback) {
                return postback;
            }
        },
     ```

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