



Ohio Regional User Group

for PeopleSoft and Oracle Cloud

Spring 2021 Conference

Session Name: Oracle Digital Assistant

Presenters: Joe Huang, Oracle

Time: May 20, 1:00pm

[Register](#)

Abstract:

Conversation is the most natural form of communications for humans since the dawn of time. With the advent of ChatBot or Digital Assistant, natural language is becoming the “new” way of interacting with your PeopleSoft applications. Whether it’s about managing absences or expense reports, PeopleSoft application team has released pre-built ChatBots (or Skills) and Digital Assistant that enable you to leverage natural conversations to perform these tasks. In this session, we will dive into the Digital Assistant Platform that is the underpinning for not only all the PeopleSoft Digital Assistant and Skills, but also across all Oracle Cloud and On-Prem application offerings. We will examine how the AI technology works that power Digital Assistant, and how to monitor and continuously making Digital Assistant smarter for you. Lastly, we will also discuss some recent and upcoming innovations in the Conversational AI and Digital Assistant.