

Oracle Digital Assistant Design & Development Jumpstart

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Accelerate Your Digital Assistant Deployment

Fishbowl Solutions is the leading developer for the Oracle Digital Assistant. We offer a digital assistant jumpstart package and a suite of connectors that can be tailored to an organization's specific use case and levels of automation they want to realize.

Conversational Design

Fishbowl enhances the ODA integration by providing key conversational design expertise and experience. What this means for our customers is a specialized Oracle partner that can give your ODA a voice that aligns with your company's branding and messaging. Fishbowl's design experts can create pixel-perfect interfaces and provide visual queues, menu-based selections, or text-based responses based on the questions you want your ODA to answer.

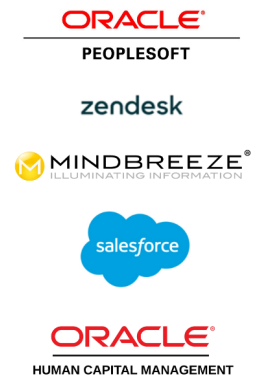
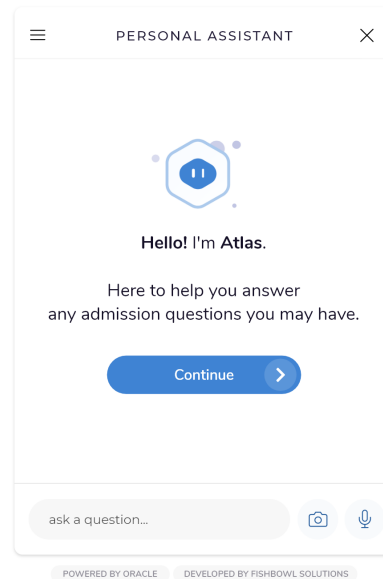
Your Use Case

Choose any of Fishbowl's current frameworks and intent flows from below and see how these processes will be transformed with a digital assistant. If you are looking for a digital assistant that satisfies a different use case, contact us for a consultation.

- **Customer Service/Support**
 - Deflect live agent phone calls or chat and seamlessly handover to Oracle ServiceCloud agents when necessary
- **Sales Enablement - Virtual Sales Assistant**
 - Retrieve product pricing and availability from ERP systems
 - Enter contacts, leads, and review CRM performance data
- **Field Service - Construction Operations Assistant**
 - Retrieve project schedules and drawings from Procore Construction PMS or Oracle Primavera
- **Human Resources - Employee Personal Assistant**
 - Answer Frequently Asked Questions (FAQs)
 - Perform admin tasks, check schedules, review policies, etc.
- **Enterprise Search**
 - Quickly retrieve content and links across multiple platforms
- **Automated Service Account Management**
 - Enable users to adjust account settings and manage orders and subscriptions



Scan the QR code for use cases!



Digital Assistant Jumpstart Package Offerings

Basic

- Develop up to 2 conversational flows and up to 20 FAQs
- Requirements and design documentation
- ODA environment configuration (Service Cloud as an agent)
- One backend integration
- Conversational design / testing
- Documentation / Knowledge transfer
- User acceptance (UAT) / System integration (SIT) support
- Go live / Post go live support
- Project management

Premium - Basic plus the following

- Develop up to 5 conversational flows and up to 20 FAQs
- Two backend integrations
- Fishbowl's Atlas chatbot IP - frontend interface
- Web channel setup and customization
- SMS channel setup (Twilio)
- Pixel perfect UI following company's style guide

Platinum - Premium plus the following

- Develop up to 8 conversational flows and up to 20 FAQs
- Three backend integrations
- Co-develop two additional use cases