# ChatBot and AI: Question your data

APEX World 2024

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# Dimitri Gielis

- Founder & CEO of **United Codes**
- 25+ years of Oracle Experience (OCP & APEX Certified)
- Oracle ACE Director
- “APEX Developer of the year 2009” by Oracle Magazine
- “Oracle Developer Choice award (ORDS)” in 2015
- Author Expert **Oracle APEX**
- Presenter at Conferences

# Vito Van Hecke

- Consultant at **United Codes**
- JavaScript enthusiast
- Loves discovering technology
- APEX Certified
- 5+ years experience (2 with Oracle APEX)

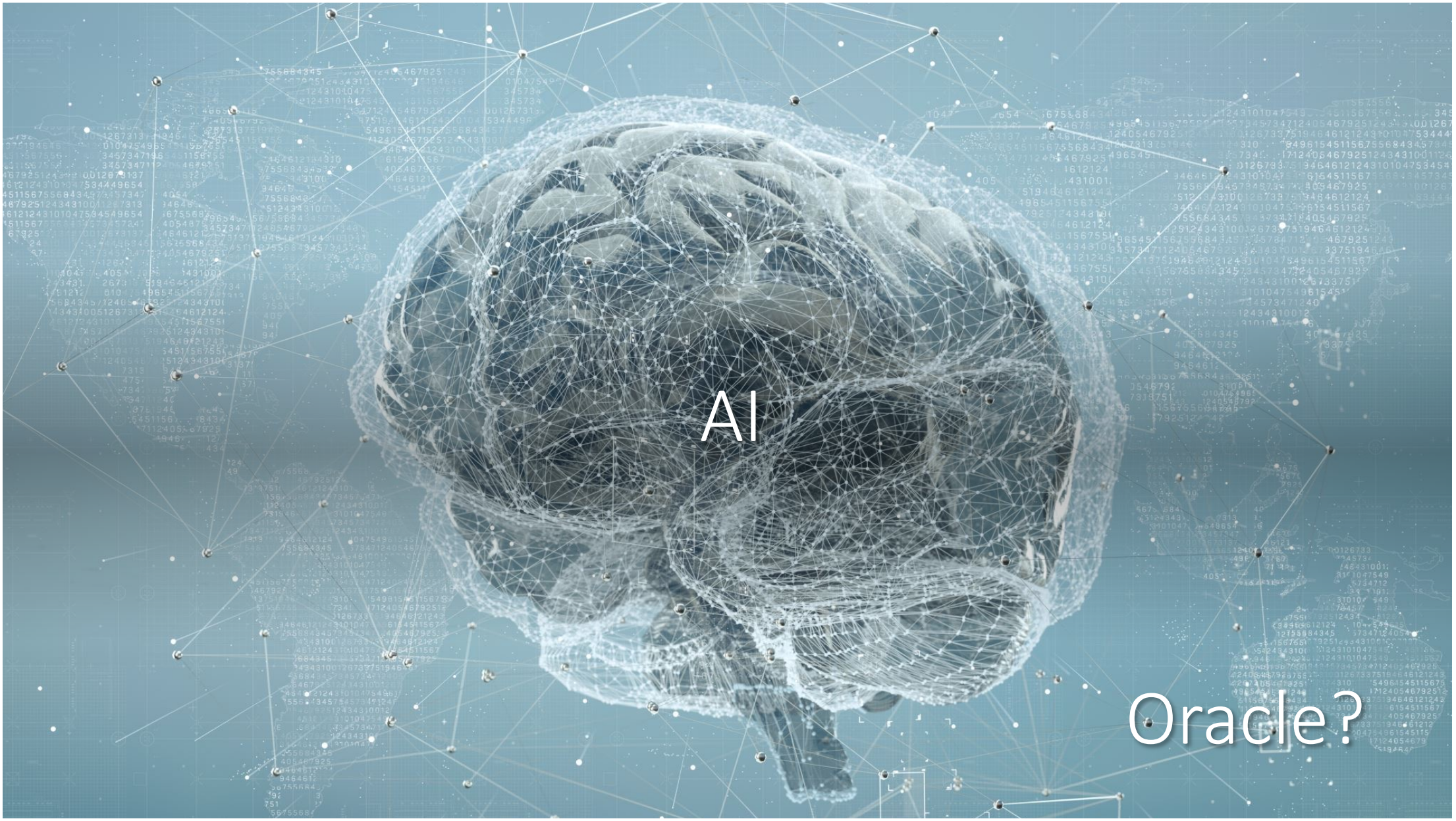
www.united-codes.com

# Use case

# Students who search for a room…

… have so many questions in a short timeframe

- In which part of the town do you have rooms available?
- What does the room look like?
- What is the price of the room?
- Can we get more info about the room?
- Can I view/visit the room?
- What does the environment look like?
- Which other students are there?
- I want to rent … (in email details)


AI
Oracle?

# Digital Assistant best practice webcast series

**Successs stories from partners & customers**

**Schedule:**

- What makes a great digital assistant
- Production quality NLP
- Why are Entities so important?
- Best practices while designing conversations
- Connect ODA with any backend application
- Expose your assistant anywhere you need

**Watch on-demand:**

https://bit.ly/buildbetterbots

https://www.youtube.com/watch?v=flSxuIIOxrM

What makes a great digital assistant - Best practice Oracle Digital Assistant Webcast part 1

**Date: September 6 2022**

Start Time: 16:00-17:30 CET

Duration: 90 mins

Read More

Register Now

Production quality NLP - Best practice Oracle Digital Assistant Webcast part 2

**Date: September 20 2022**

Start Time: 16:00-17:30 CET

Duration: 90 mins

Read More

Register Now

Why are Entities so important? - Best practice Oracle Digital Assistant Webcast part 3

**Date: October 4 2022**

Start Time: 16:00-17:30 CET

Duration: 90 mins

Read More

Register Now

Best practices while designing conversations - Best practice Oracle Digital Assistant Webcast part4

**Date: October 25 2022**

Start Time: 16:00-17:30 CET

Duration: 90 mins

Read More

Register Now

Connect ODA with any backend application - Best practice Oracle Digital Assistant Webcast part 5

**Date: November 8 2022**

Start Time: 16:00-17:30 CET

Duration: 90 mins

Read More

Register Now

Expose your assistant anywhere you need - Best practice Oracle Digital Assistant Webcast part 6

**Date: November 22 2022**

Start Time: 16:00-17:30 CET

Duration: 90 mins

Read More

Register Now

# What is Oracle Digital Assistant?

Platform to build intelligent chatbots

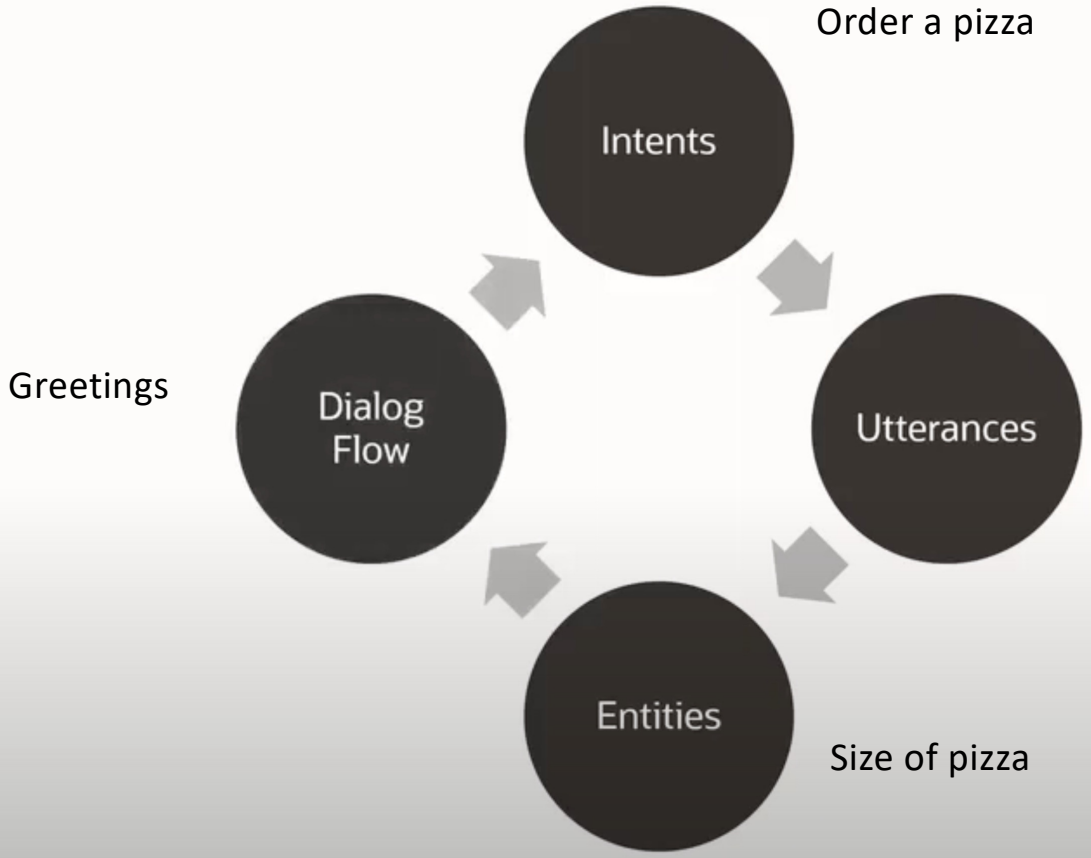
AI based Natural Language Processing (NLP)

Talk or send a text for answers, process a request, drive action

https://bit.ly/ArtieLive

Enterprise Chatbots for Oracle Databases SQL Dialog in Oracle Digital Assistant

# Conversational AI Building Blocks




Order a pizza

Can you show me the menu

Size of pizza

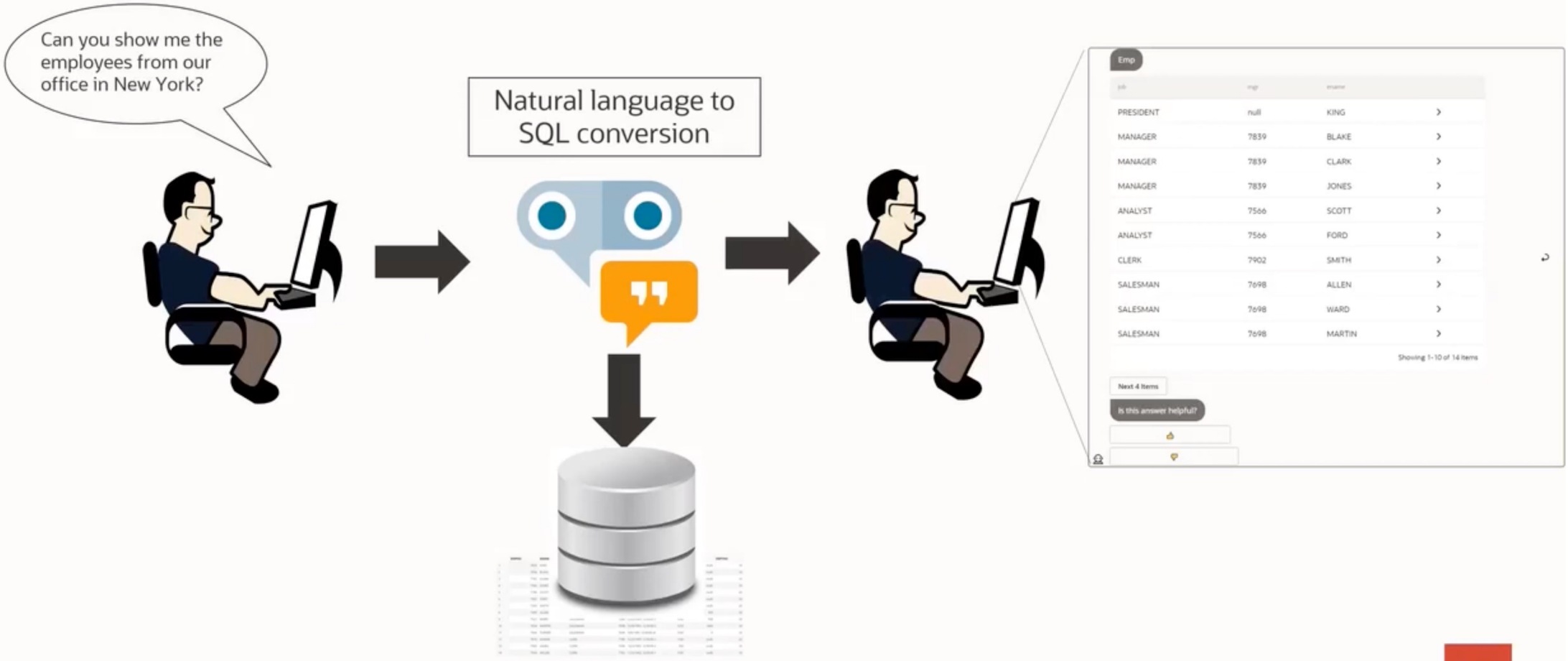
Greetings

Volledig scherm afsluiten (f)

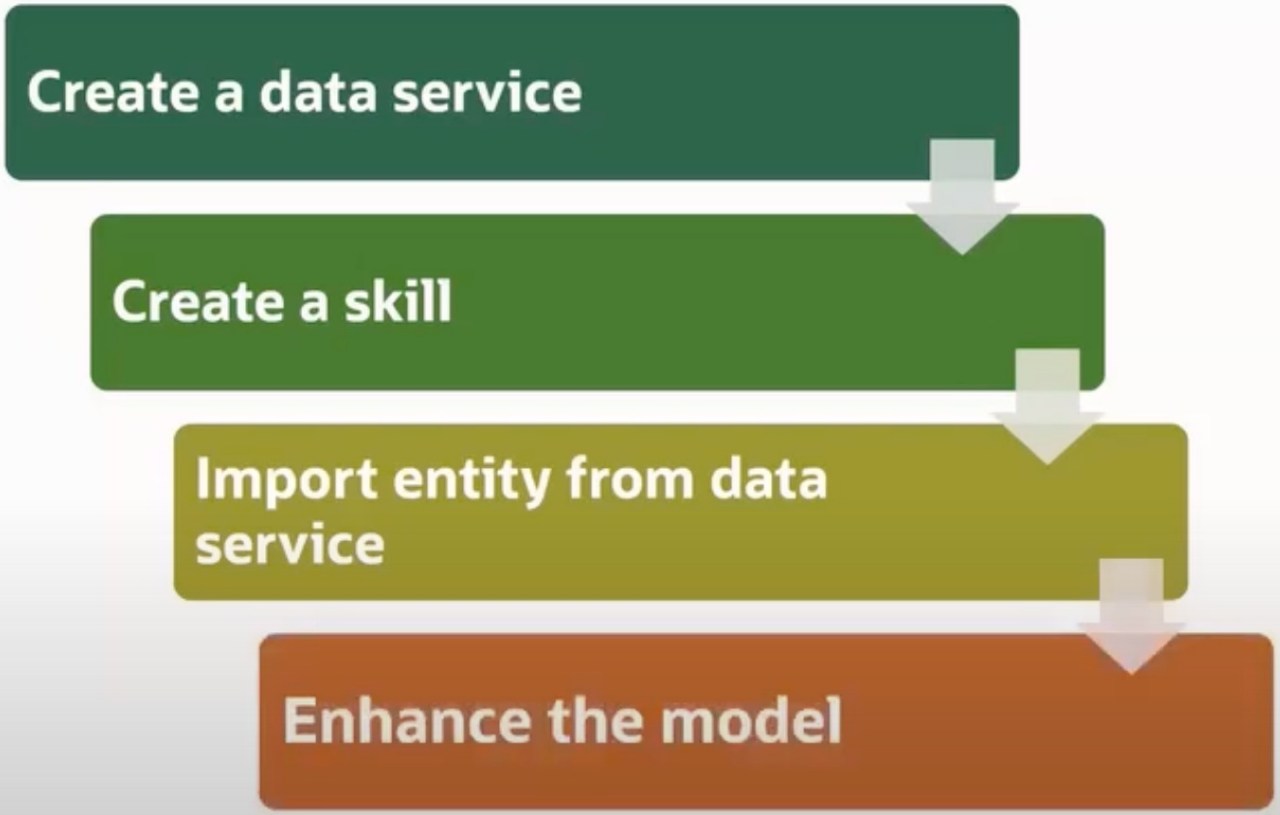
13:32 / 1:01:12

Enterprise Chatbots for Oracle Databases SQL Dialog in Oracle Digital Assistant
SQL Dialog provides
a natural language
conversational interface to
databases
14:25 / 1:01:12
Volledig scherm afsluiten (f)

# How does it work?



# Steps to build a SQL Dialog



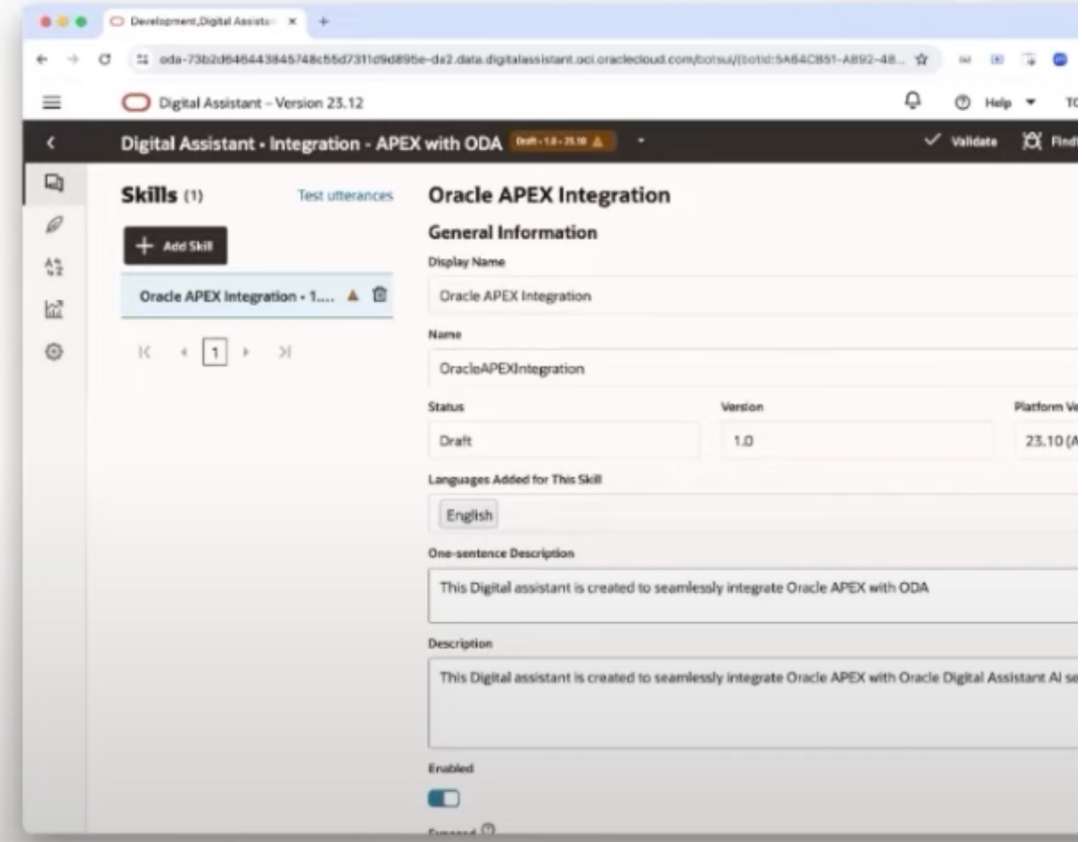
# Oracle Digital Assistant

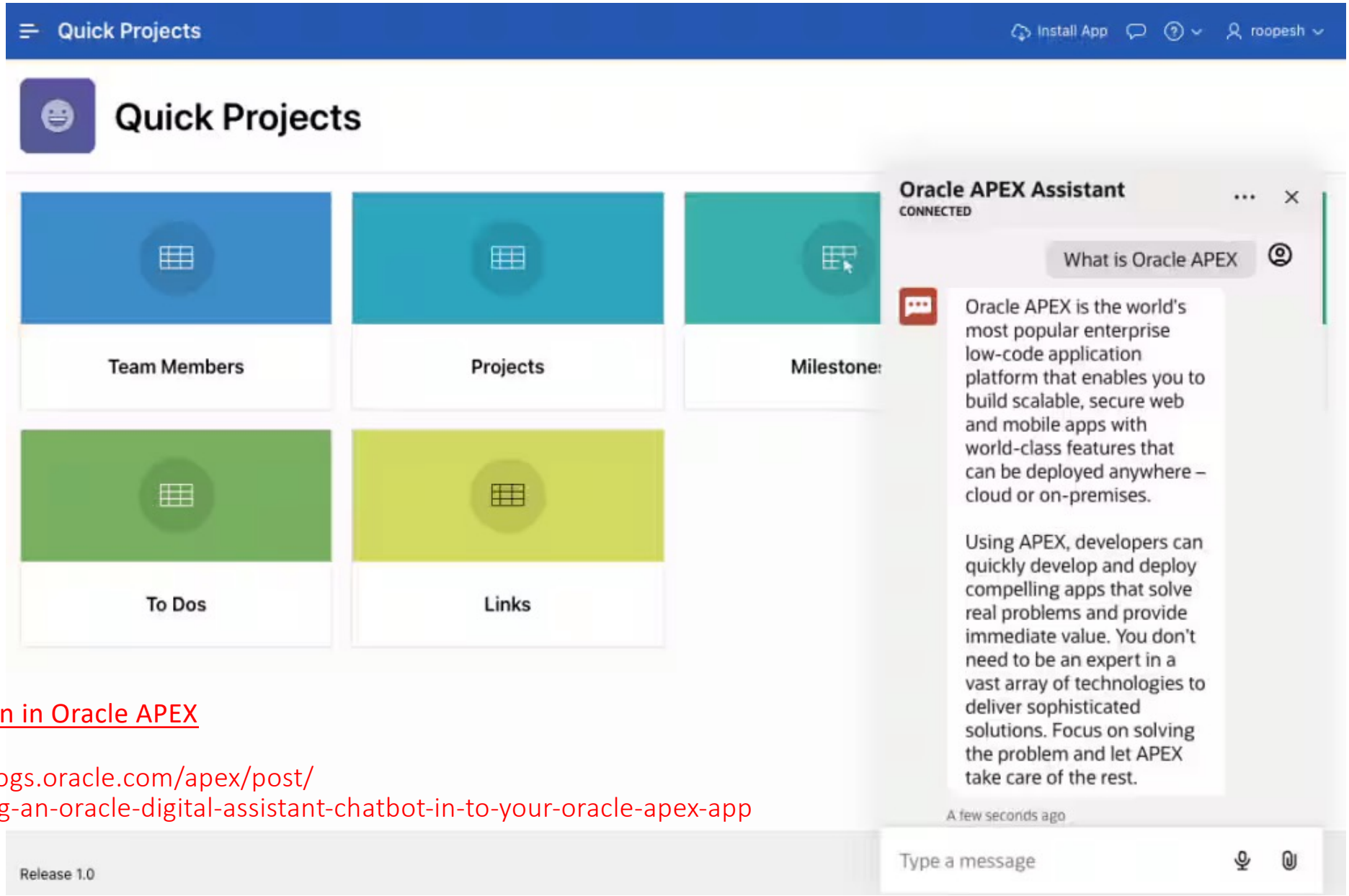
Comprehensive AI Platform to create conversational experiences

Advanced Natural Language Understanding

One assistant for all applications

Prebuilt skills and templates






Integration in Oracle APEX

https://blogs.oracle.com/apex/post/integrating-an-oracle-digital-assistant-chatbot-in-to-your-oracle-apex-app

# Euh? 🤯

Cost details (EUR)
Cost details by date
+ Add Tab
Cost by Date (UTC)
Time Period : Mar 1, 2024-Mar 19, 2024 | Cost To Date : €1,187.87 (EUR)
Bars
Cumulative
Tab actions
150
120
90
60
30
0
Cost (EUR)
Feb 29
Mar 02
Mar 04
Mar 06
Mar 08
Mar 10
Mar 12
Mar 14
Mar 16
Mar 18
Date (UTC)
Legend
Virtual Cloud Network
Telemetry
Object Storage
Logging
Load Balancer
Key Management - Shard 3
Digital Assistant
Database
Compute
Block Storage
API Gateway

WTF...?!?

# Pricing

## Oracle Digital Assistant

| Product | Unit Price (Request) | Minimum (Requests per hour) |
| --- | --- | --- |
| Oracle Digital Assistant Cloud Service | 0,021576 € | 250 |

# Let’s do the math!

- 0.021576 / request
- 250 minimum requests per hour
- 24 hours in a day

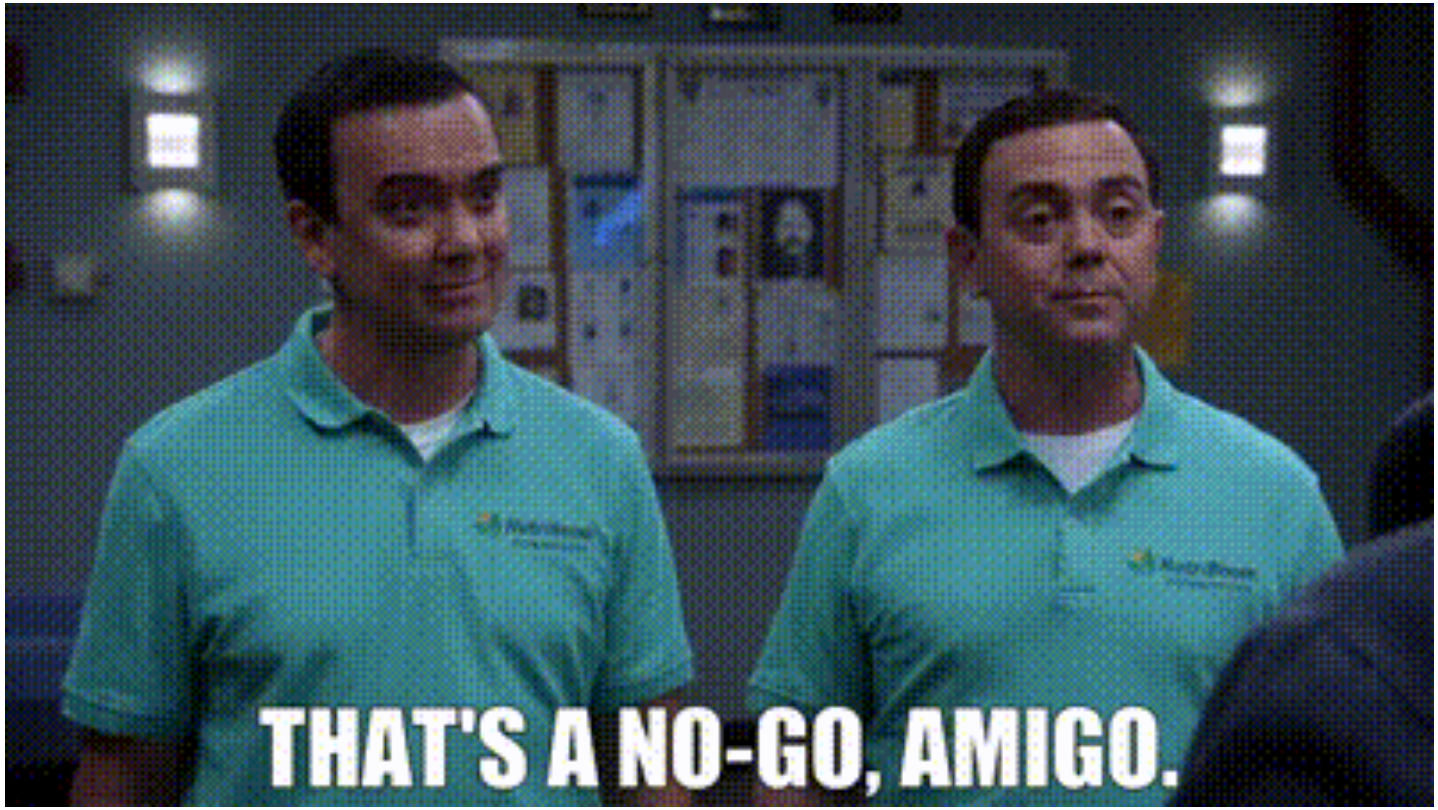
= 0.021576 * 250 * 24

= 130 EUR/day

= 130 EUR * 30 days

= 3900 EUR/month !?!

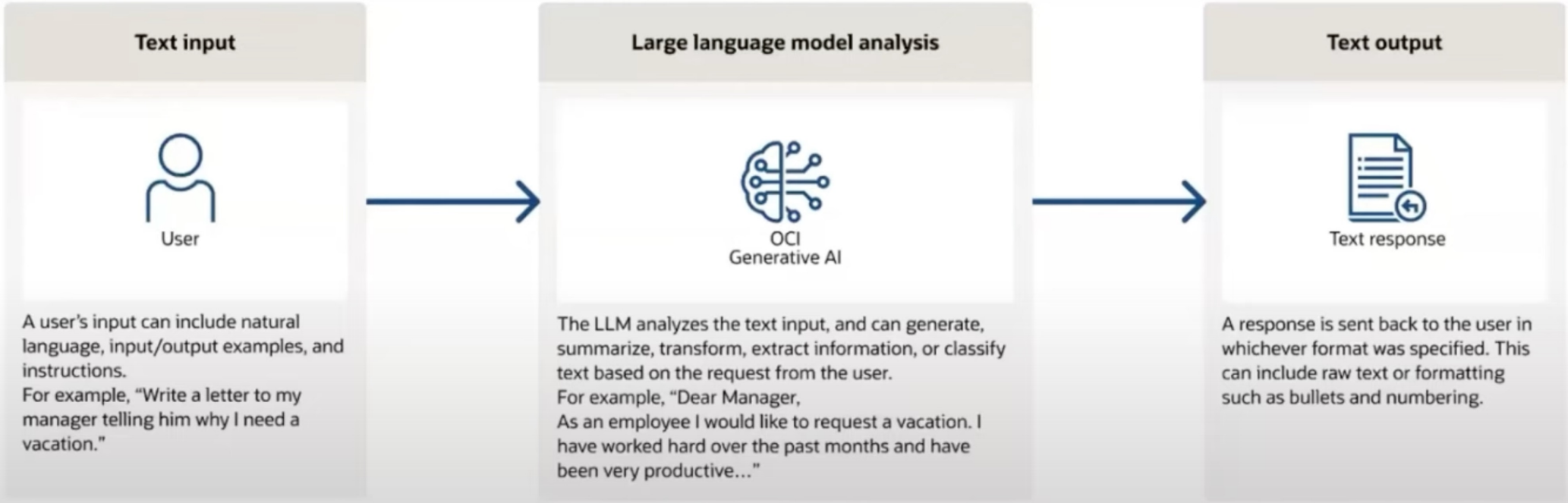
# Oracle Digital Assistant



# What else?

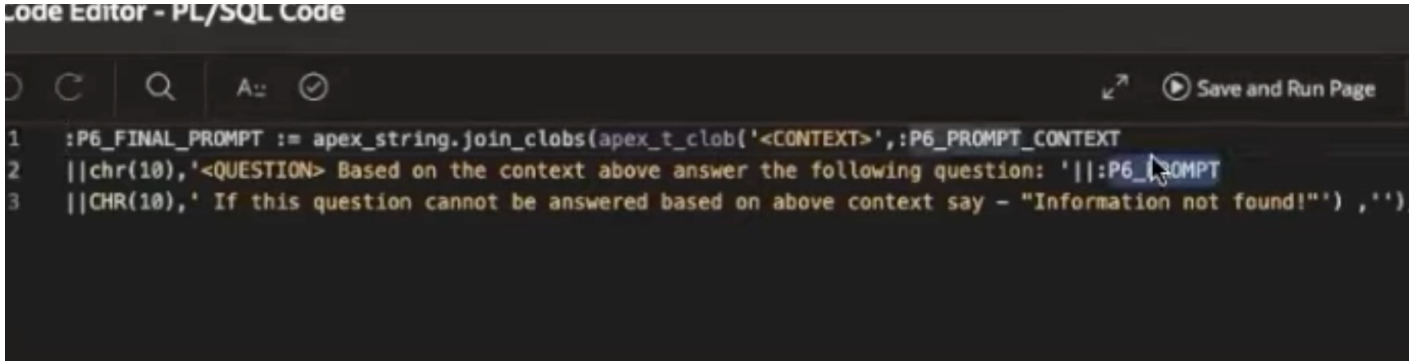
- Generative AI
- Select AI

# How Generative AI Works?



# Generative AI

- LLM
- Get info based on provided prompts (context)



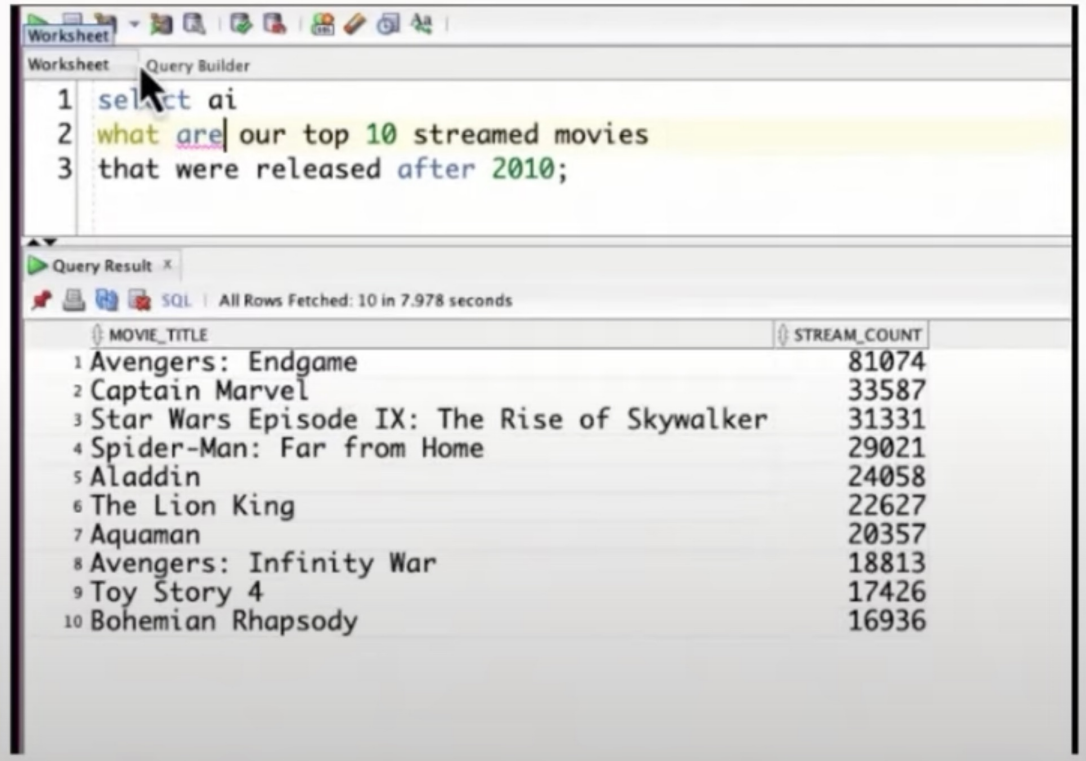

https://blogs.oracle.com/apex/post/building-innovative-qa-experiences-oracle-apex-meets-oci-generative-ai

# Autonomous Database Select AI

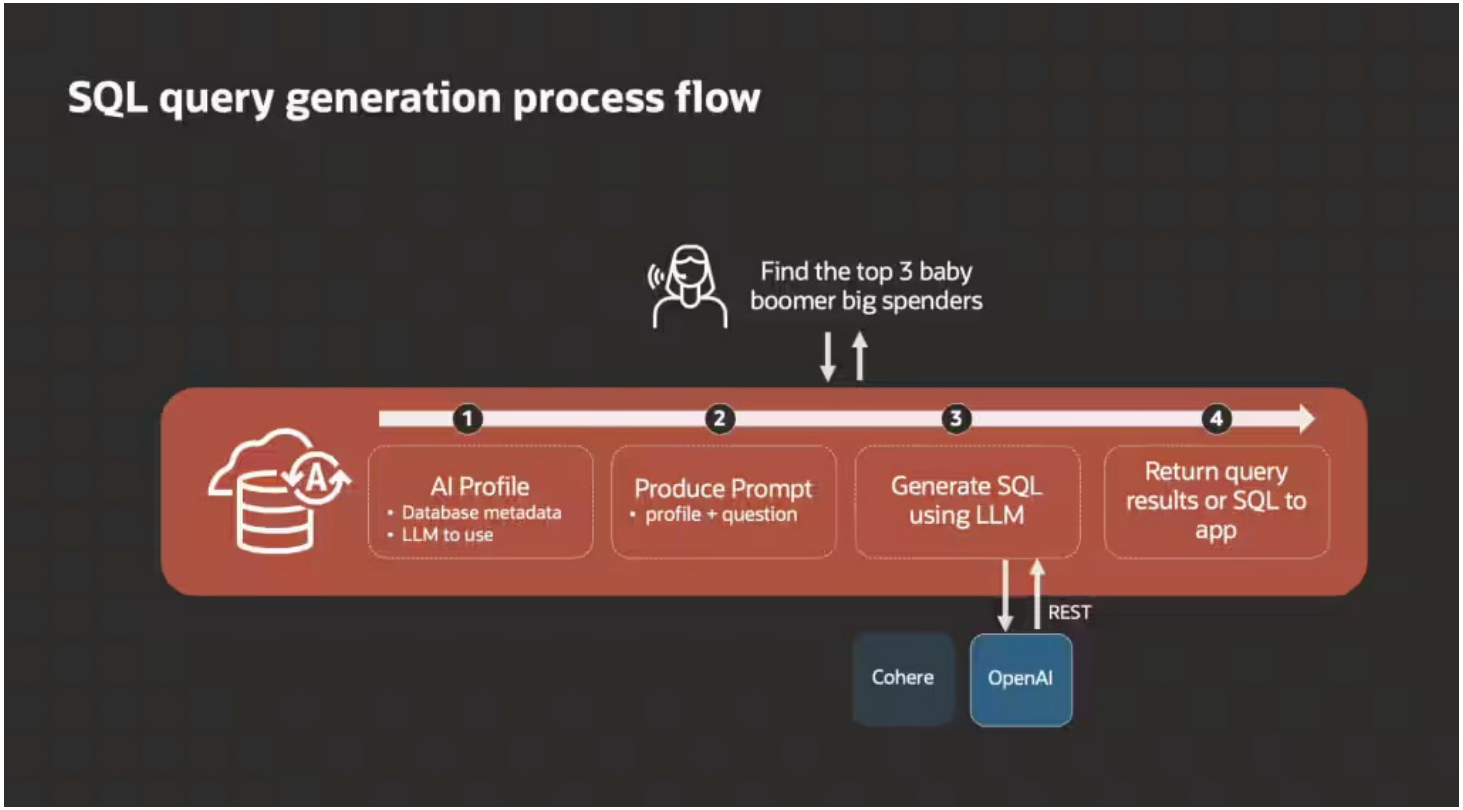
Capability of **Autonomous Database**

Use **human language** to query data

**Generates SQL Queries** using Natural language

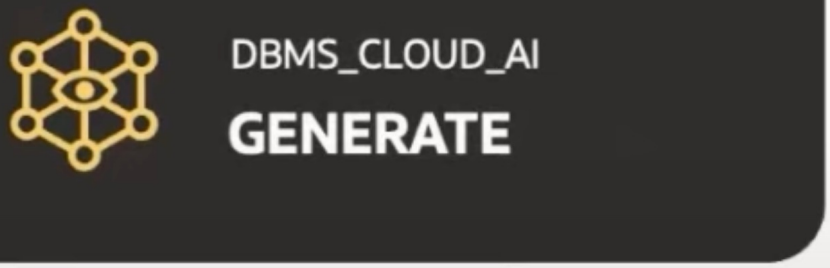


# Select AI




https://blogs.oracle.com/apex/post/configuring-generative-ai-in-oracle-apex-using-select-ai

# Configure Select AI




```
l_response := DBMS_CLOUD_AI.GENERATE (
   prompt => '<task + data>',
   profile_name => 'openai',
   action => 'showsql' / chat
 );
```

# Challenges

**How do you switch between Generative AI and Select AI?**

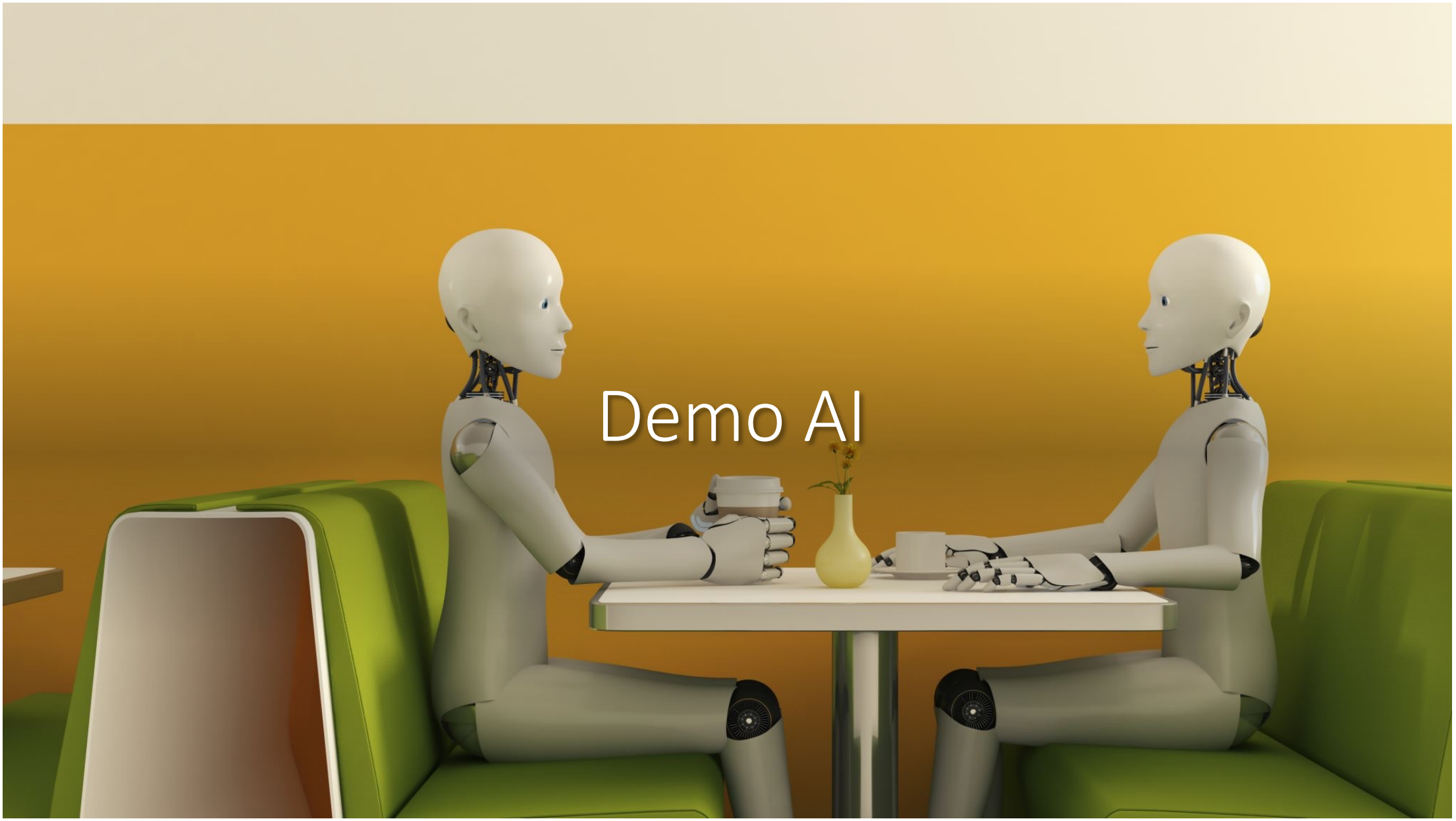
**Text only**

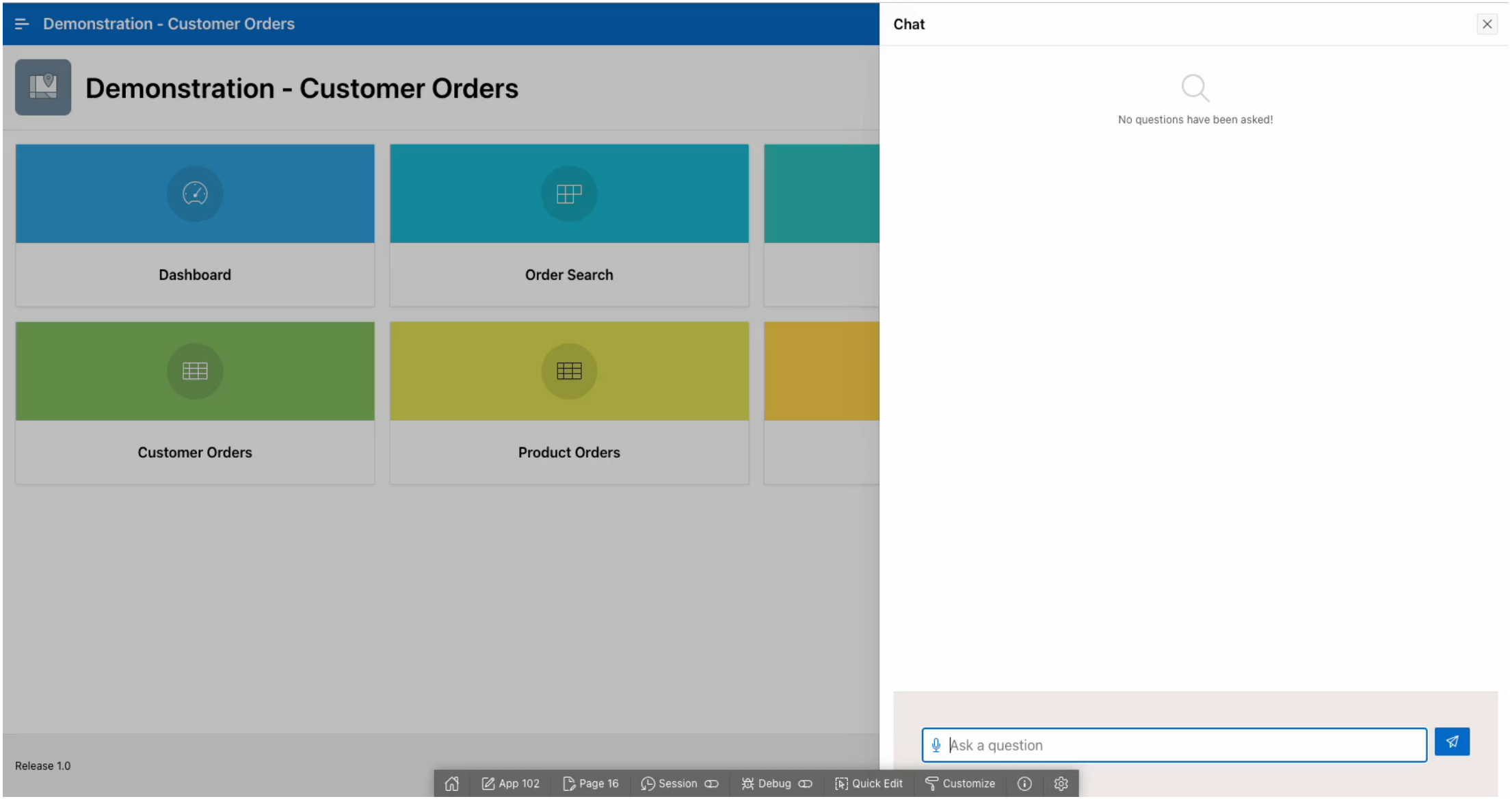
**How do you**

show images

show a map

create links


Demo AI


Demonstration - Customer Orders
Demonstration - Customer Orders
Dashboard
Order Search
Customer Orders
Product Orders
Release 1.0
Chat
No questions have been asked!
Ask a question
App 102
Page 16
Session
Debug
Quick Edit
Customize

# Q&A

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