

Configuration Assistant


cloudificationmw123.andrei.vatamanu@oracle.com ▼





ORACLE Service Cloud Configuration Assistant

Sites ~~Cobrowse/Video Chat~~ ~~SSL Certificates~~ Statistics Subscriptions

Service Sites	Service Test Sites	OPA Sites	OPA Test Sites	Interfaces	Mailboxes
7 of 5	11 of 11	2 of 5	2 of 10	9 of 9	11 of 29

Sites

As of Tue Jan 08 05:53:14 CST 2019  [Create Site](#)

	emlwbnr_opa Product Oracle Policy Automation Site Type production Upgrade Type automatic	Creation Date 2019-01-08 00:45:22 Interfaces 1 Subscription Id 502338791	Version Oracle Policy Automation 18D Mailboxes N/A Test Sites 0	
	mikegprodkbtest Product Oracle Service Site Type production Upgrade Type automatic	Creation Date 2018-08-22 08:11:07 Interfaces 1 Subscription Id 502338791	Version Oracle Service Cloud 18C Mailboxes 2 Test Sites 0	

Create site

Service Sites: 7 of 5
Service Test Sites: 11 of 11
OPA Sites: 2 of 5
OPA Test Sites: 2 of 10
Interfaces: 9 of 9
Mailboxes: 11 of 29

Sites

Create Site

Allows you to create a new Oracle Service or Policy Automation site.

- * Product: Oracle Service Cloud 18D
- * Site Name: cloudificationmw
- * URL: cloudificationmw.custhelp.com
- * Language: English - United States
- * Time Zone: PST8PDT

Create Cancel

- Oracle Service Cloud or Oracle Policy Automation production sites
- Test sites are created after the production site
- Site names can be changed at a later date
- URL must be <something>.custhelp.com, any other domain is a custom one
- Language CANNOT be changed
- Timezone can be changed
- Email with password for the system-defined administrator account

Site Operations (1)

Service Sites

7 of 5

Service Test Sites

11 of 11

OPA Sites

2 of 5

OPA Test Sites

2 of 10

Interfaces

9 of 9

Mailboxes







11 of 29

Sites

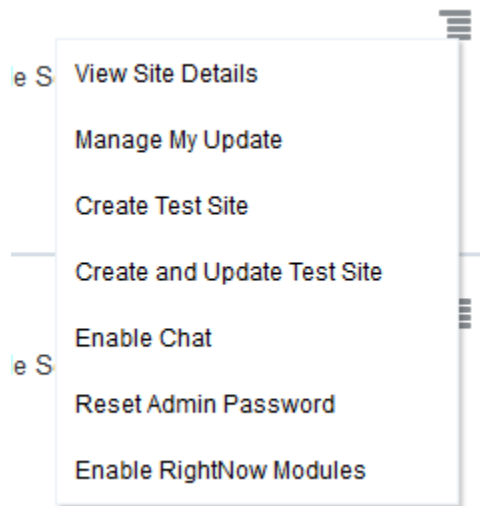
As of Wed Jan 09 02:52:58 CST 2019



Create Site

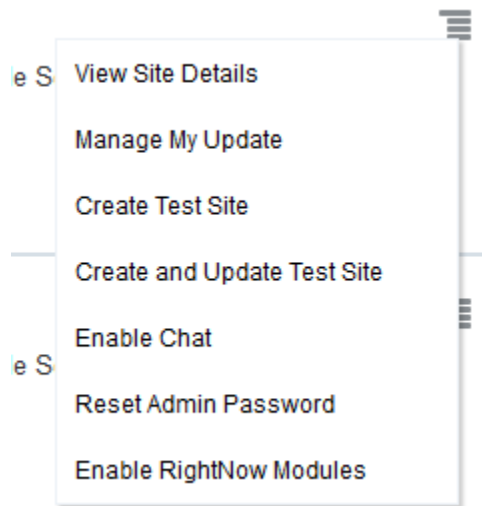
	emlwbnr_opa Product Oracle Policy Automation Site Type production Upgrade Type automatic	Creation Date 2019-01-08 00:45:22 Interfaces 1 Subscription Id 502338791	Version Oracle Policy Automation 18D Mailboxes N/A Test Sites 0	
	mikegprodkbtest Product Oracle Service Site Type production Upgrade Type automatic	Creation Date 2018-08-22 08:11:07 Interfaces 1 Subscription Id 502338791	Version Oracle S Mailboxes 2 Test Sites 0	 <ul style="list-style-type: none">View Site DetailsManage My UpdateCreate Test SiteCreate and Update Test SiteEnable ChatReset Admin PasswordEnable RightNow Modules
	cloudification_mw_clm Product Oracle Service Site Type production Upgrade Type automatic	Creation Date 2018-08-07 10:45:41 Interfaces 1 Subscription Id 502338791	Version Oracle S Mailboxes 0 Test Sites 1	

Site Operations (2)



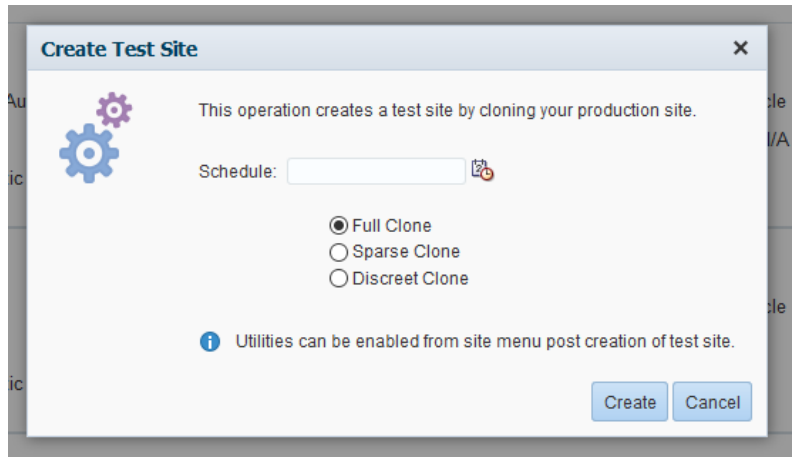
- RightNow Modules:
 - Workflows
 - Scripts
 - Service Module
 - Feedback Module
 - Marketing Module
- Does not enable Sitemap (robots.txt)

Site Operations (3)



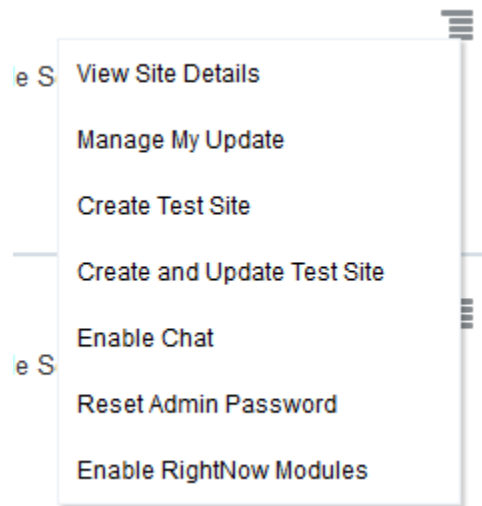
- **Reset Admin Password**
 - This is the system-defined administrator account
 - administrator for OSvC
 - admin for OPA
- **Enable Chat**
 - Requires entitlement
 - Enables for all interfaces of your site

Site Operations (4) – Test Sites



- Can be scheduled
- Clone types:
 - Full: Full clone of the production site
 - Sparse: last 1000 Contacts and Incidents records
 - Discreet: does not include the Contacts or Incidents data
- Test sites cannot be created while the production site is in the process of an upgrade.
- Answer Link: [Unable to create a test site through configuration assistant after update](#)

Site Operations (5) – Test Sites



- Create test site VS Create and update test site
 1. Create test site job is assigned to the cloning queue
 2. Clone the existing production site DB and configs to the new test site
 3. If the *create and update* option was selected, the test site is upgraded to the latest version of the product available for you
- Task is not instantaneous. It can several hours to several days to complete.
- Enable utilities/mailboxes once done.
- Answer Link: [Popular Answers About Refreshing a Test Site or Upgrade Site](#)
- Answer Link: [Test Site Product Description](#)

Manage my Update

Home > emlwbnr



emlwbnr

Product Oracle Service
Version Oracle Service Cloud 18C
Creation Date 2018-04-03 00:47:27
Identity Domain cloudificationmw123

- Manage My Update
- Create Test Site
- Create and Update Test Site
- Enable Chat
- Reset Admin Password
- Enable RightNow Modules

Instance Overview

Ready
Service Status

1
Interfaces

Service Status

Ready

Interfaces

1

Mailboxes

4

1

Interfaces

1
Interfaces

Mailboxes

4
Mailboxes

Integrations

1
Integrations

Site Details

Version Oracle Service Cloud 18C Subscription Id 502338791
Creation Date 2018-04-03 00:47:27 Product EOL Date 2020-09-01 00:00:00
Current Patch ["2018-11-19 10:19:57",3818,"allsites_18801sp2_2018-11-16_181114-000210",1]

Manage my Update

Home > emlwbnr > Manage My Update



emlwbnr

Product Oracle Service
Version Oracle Service Cloud 18C
Creation Date 2018-04-03 00:47:27
Identity Domain cloudificationmw123

Update Information

Production Status

Update In Flight

Upgrade Site Status

Active

Update Preferences

Update-Related Documentation

Update Information

As of Mon Dec 10 06:12:39 CST 2018



(Site Creation/Cutover dates and times are in US Pacific Time)

Current Version	Oracle Service Cloud 18C
Update To Version	Oracle Service Cloud 18D
Upgrade Site Creation Date	Wed 2018-12-05 ?
Cutover Date and Time	Wed 2018-12-12 22:30 Change ?
Utility Delay	0 hour(s) Change ?

Have a question? [Ask Technical Support](#)

Manage my Update

Home > emlwbnr > Manage My Update



emlwbnr

Product	Oracle Service
Version	Oracle Service Cloud 18D
Creation Date	2018-04-03 00:47:27
Identity Domain	cloudificationmw123

Update Information

Update Preferences

Update-Related Documentation

Update Preferences

I update to: ?

- A (February) Releases
- B (May) Releases
- C (August) Releases
- D (November) Releases

(To change version preference, contact [Technical Support](#))

Site Creation Date Preferences ?

Preferred day of the week to begin upgrade site creation: Wednesday ▾

Create site a minimum number of weeks following general availability: 2 ▾

Cutover Preferences

Cutover occurs this default number of days after upgrade site creation begins: 7 ▾ ?

The minimum utility delay in hours is: 0 ▾ ?

Preferred language for update communications: English ▾

Save Cancel

Creating an interface

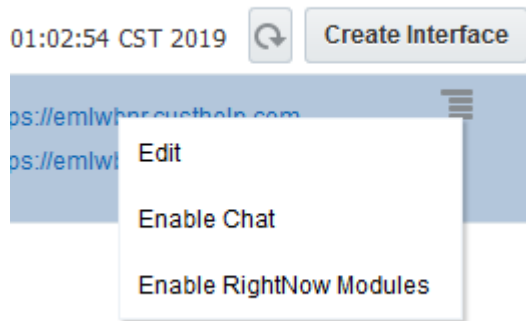
The screenshot shows a 'Create Interface' dialog box with the following fields and values:

- Interface Name:** newinterface
- URL:** newinterface.custhelp.com
- Language:** English North American (selected from a list including English European, English Australian, and French European)
- Timezone:** Africa/Abidjan (selected from a list including Africa/Accra, Africa/Addis_Ababa, and Africa/Algiers)
- Look&Feel From:** default look (selected from a list including emlwbnr (English North American))

Buttons at the bottom: Create, Cancel

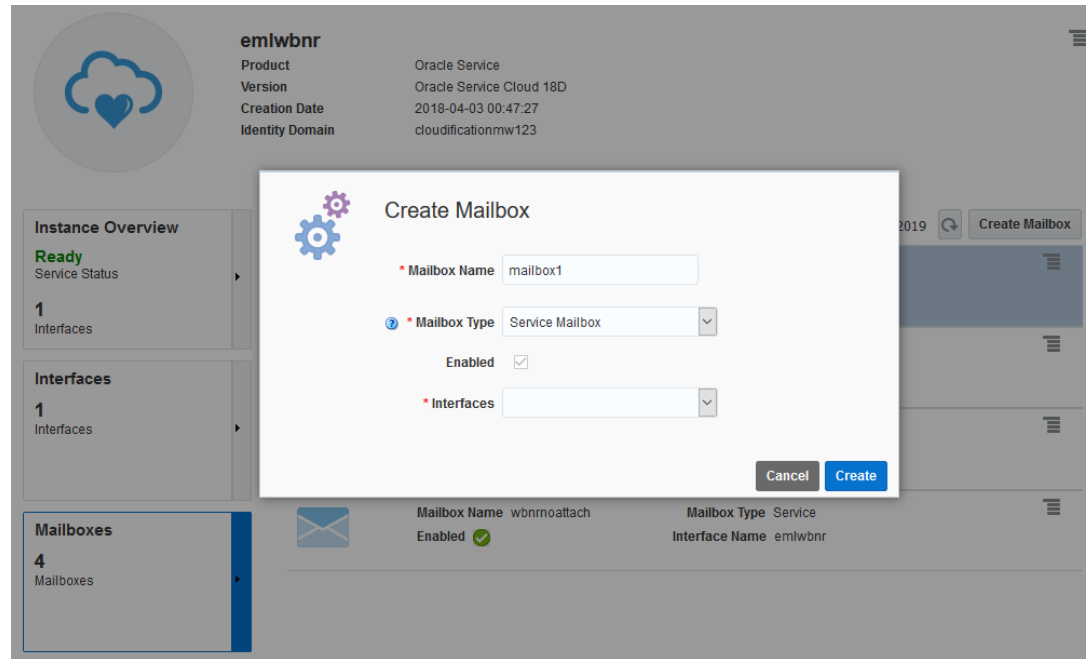
- name: DB name
- URL: careful when creating interfaces for test sites, the URL should have --tstX
- Language: **Cannot be changed**
- Timezone: can be changed
- Look and feel: default means primary interface

Editing an Interface



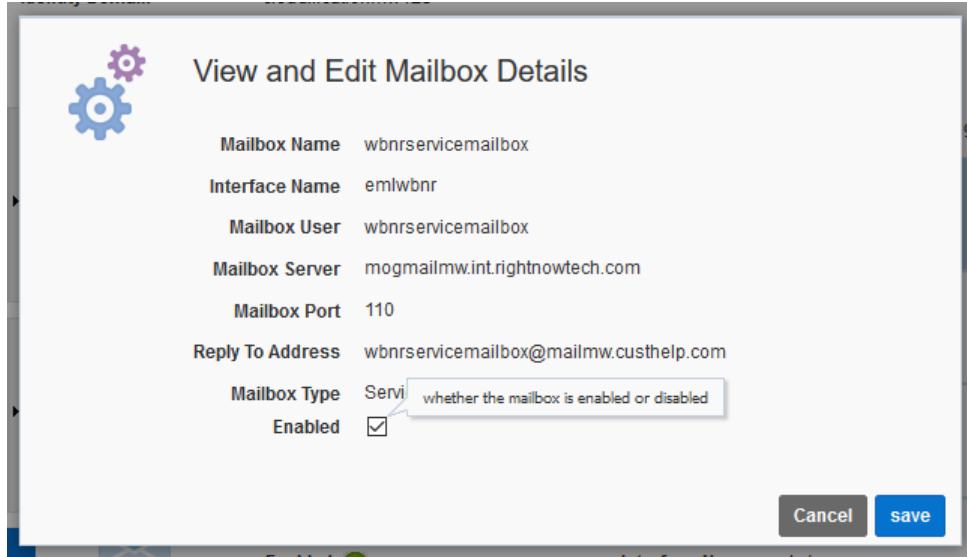
- Enable RightNow Modules
- Enable Chat
- Edit
- URL change: this adds an alternate (i.e. old URL is still kept as secondary)
- Language **Cannot be changed**
- Timezone
 - Answer Link: [Setting the time zone in Oracle Service Cloud](#)
 - need to adjust Response Interval Times and chat hours after the TZ is changed

Create Mailboxes



- only show Oracle-managed mailboxes
- how many you can add depends on entitlement for the SubID the site is on
- Create Mailbox
 - service or outreach
 - service added automatically in OSvC,
 - outreach needs to be added manually in the admin console; email is sent with details

View Details and View Details and Edit



View and Edit Mailbox Details

Mailbox Name: wbnrservicemailbox

Interface Name: emlwbnr

Mailbox User: wbnrservicemailbox

Mailbox Server: mogmailmw.int.rightnowtech.com

Mailbox Port: 110

Reply To Address: wbnrservicemailbox@mailmw.custhelp.com

Mailbox Type: Service (whether the mailbox is enabled or disabled)

Enabled:

Cancel save

- View and Edit: only editable option is to enable or disable incoming emails for it
- Delete: deletes it from our mail server (and from admin console, if it's service)
- NOTE: incoming emails in Oracle-managed mailboxes are deleted after techmail processes them, so this delete does not mean you lose any data/emails, just the mailbox
- reset password

Integrations

The screenshot displays the Oracle Service Cloud 18D Instance Overview page for instance **emlwbnr**. The page is divided into several sections:

- Instance Overview:** Shows the service status as **Ready** and 1 interface.
- Interfaces:** Shows 1 interface.
- Mailboxes:** Shows 4 mailboxes.
- Integrations:** Shows 3 integrations.

The **Service Integrations** section is expanded, showing the following details:

- Knowledge Advanced(KA):** Knowledge Advanced Disabled. Please contact Sales Manager to update Knowledge Foundation to Advanced.
- Smart Interaction Hub(SIH):** A button labeled **Enable SIH** is visible. Below it, a message states: "Smart Interaction Hub(SIH) service has not been enabled. Click on the 'Enable SIH' button to start using SIH service." A blue arrow icon points to the button.
- Oracle Social Network(OSN):** Version 11.1.9.0.0.171106.2057. OSN URL: <http://emlwbnr-osn.custhelp.com>
- Oracle Policy Automation(OPA):** Service and Policy Automation integration is enabled for this site with OPA site emlwbnr_opa.
- Browser User Interface (BUI):** Browser User Interface (BUI) is enabled on this service site. BUI URL: <https://emlwbnr.custhelp.com/AgentWeb/>

- Knowledge Advanced(KA) - only enabled through Sales
- SIH - chat has to be on; depends on entitlement for the SubID the site is on
- OSN - depends on entitlement for the SubID the site is on
- OPA - integrate an existing OPA site with the OSvC site
- Browser UI - on by default, also used as a replacement for accessibility interface

Statistics

cloudificationmw123.andrei.vatamanu@oracle.com

ORACLE Service Cloud Configuration Assistant

Sites Cobrowse/Video Chat SSL Certificates **Statistics** Subscriptions

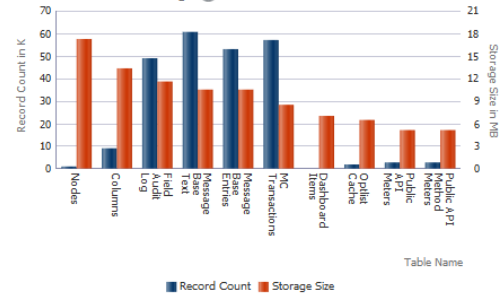
Average Data Storage

148MB

Data and Storage Statistics

Site Name: mikegprodktbest

Record Count and Storage



Data Storage

Table Name	Record Count(K)	Storage(KB)	Index Size(KB)	Percent
Nodes	2	18,088	49.2	11.61
Columns	10	13,779	278.5	9.00
Field Audit Log	49	5,783.6	6,357	7.77
Message Base Text	61	4,735	6,357	7.10
Message Base Entr...	54	4,735	6,324.2	7.08
MC Transactions	57	2,637.8	6,357	5.76
Dashboard Items	0	7,389.2	32.8	4.75
Optlist Cache	2	6,832.1	0	4.37
Public API Meters	3	2,113.5	3,358.7	3.50
Public API Method ...	3	1,065	4,339.4	3.46

Record Count: 453

- Data taken off the tables in the DB

- Do not reflect actual data usage for the purpose of billing

Historical Statistics - Month View | Quarterly View | Yearly View

Record Count



Table Name: Incidents

Data Storage

