

Product/Service Feature Guidance – Oracle Intelligent Advisor

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Disclaimer

The purpose of this document is to outline some of the product features currently available or under consideration for the Oracle service offering referenced above, with a focus on privacy and security related controls. Customers should refer to the available on-line product documentation for a more complete description of available product features and functionality.

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Privacy Features	Description	Oracle Documentation
Data Minimization	<p>Access to data available through the Intelligent Advisor Hub is controlled by user roles.</p> <p>Roles include Hub Administrators, Authors, Managers, Mobile Users, and Application Programming Interface users.</p> <p>No end-users interact with the Hub.</p> <p>No Personal Information is generated, or end-user information stored as part of using the Intelligent Advisor Hub.</p>	<p>Permissions: http://documentation.custhelp.com/euf/assets/devdocs/unversioned/IntelligentAdvisor/en/Content/Guides/Project_Administrator_Guide/Permissions/Permissions.htm</p>
Data Deletion at Contract Term or Termination	<p>Data is deleted 60 days after Service Cloud contract termination per Hosting & Delivery Policies.</p>	<p>Cloud Hosting & Delivery Policy: https://www.oracle.com/assets/cloud-hosting-delivery-policies-3089853.pdf</p>

<p>Data Portability</p>	<p>No specific functionality provided by this product/service.</p> <p>Any end-user information captured as a result of an Interview is mapped into an integrating application (e.g., CX Fusion Sales & Business to Business Service, Customer On-premises application, etc.).</p> <p>Additional controls may be available in the integrating application.</p>	<p>Intelligent Advisor User Guides: http://documentation.custhelp.com/euf/assets/devdocs/unversioned/IntelligentAdvisor/en/Content/Guides/Welcome/Welcome.htm</p> <p>CX Sales and B2B Service User Guide: http://documentation.custhelp.com/euf/assets/devdocs/unversioned/IntelligentAdvisor/en/Content/Fusion_User_Guide/Welcome/Fusion_User_Guide.htm</p> <p>Integration with CX Sales: http://www.oracle.com/pls/topic/lookup?ctx=cloud&id=OASAL2449553</p>
<p>End-user Access and Other Requests</p>	<p>No specific functionality provided by this product/service.</p> <p>Any end-user information captured as a result of an Interview is mapped into an integrating application (e.g., CX Fusion Sales & Business to Business Service, Customer On-premises application, etc.).</p> <p>Additional controls may be available in the integrating application.</p>	<p>Intelligent Advisor User Guides: http://documentation.custhelp.com/euf/assets/devdocs/unversioned/IntelligentAdvisor/en/Content/Guides/Welcome/Welcome.htm</p> <p>Integration with CX Sales: http://www.oracle.com/pls/topic/lookup?ctx=cloud&id=OASAL2449553</p>

<p>Right to Erasure and/or Right to be Forgotten</p>	<p>No specific functionality provided by this product/service.</p> <p>Any end-user information captured as a result of an Interview is mapped into an integrating application (e.g., Fusion Sales & Business to Business Service, Customer On-premises application, etc.).</p> <p>Additional controls may be available in the integrating application. Users (Customer employees) are disabled from accessing and authoring new policies through standard product usage.</p>	<p>Intelligent Advisor User Guides: http://documentation.custhelp.com/euf/assets/devdocs/unversioned/IntelligentAdvisor/en/Content/Guides/Welcome/Welcome.htm</p> <p>Integration with CX Sales: http://www.oracle.com/pls/topic/lookup?ctx=cloud&id=OASAL2449553</p> <p>Permissions: http://documentation.custhelp.com/euf/assets/devdocs/unversioned/IntelligentAdvisor/en/Content/Guides/Project_Administrator_Guide/Permissions/Permissions.htm</p>
<p>Notice and Consent</p>	<p>No specific functionality provided by this product/service.</p> <p>This would be part of the capabilities of the integrating application (e.g., Fusion Sales & Business to Business Service, Customer On-premises application, etc.) to establish a notice prior to any end-user data captured as a result of an Interview.</p>	<p>Intelligent Advisor User Guides: http://documentation.custhelp.com/euf/assets/devdocs/unversioned/IntelligentAdvisor/en/Content/Guides/Welcome/Welcome.htm</p> <p>Integration with CX Sales: http://www.oracle.com/pls/topic/lookup?ctx=cloud&id=OASAL2449553</p> <p>Permissions: http://documentation.custhelp.com/euf/assets/devdocs/unversioned/IntelligentAdvisor/en/Content/Guides/Project_Administrator_Guide/Permissions/Permissions.htm</p>

<p>Availability</p>	<p>No specific functionality provided by this product/service.</p> <p>Any end-user information captured as a result of an Interview is mapped into an integrating application (e.g., CX Fusion Sales & Business to Business Service, Customer On-premises application, etc.).</p> <p>Additional controls may be available in the integrating application.</p>	<p>Intelligent Advisor User Guides: http://documentation.custhelp.com/euf/assets/devdocs/unversioned/IntelligentAdvisor/en/Content/Guides/Welcome/Welcome.htm</p> <p>Integration with CX Sales: http://www.oracle.com/pls/topic/lookup?ctx=cloud&id=OASAL2449553</p> <p>Permissions: http://documentation.custhelp.com/euf/assets/devdocs/unversioned/IntelligentAdvisor/en/Content/Guides/Project_Administrator_Guide/Permissions/Permissions.htm</p>
<p>Tracking Technologies</p>	<p>Cookies are used:</p> <ul style="list-style-type: none"> • For functional purposes, to associate a Session Identifier with the end user's interaction with the application. • For billing, so that if the same user interacts with different browsers on the same device during the same time period, the customer is only charged for a single billable session. • Any Internet Protocol addresses captured are anonymized. 	<p>Cookie information can be found under Knowledge Base Article #10074: https://cx.rightnow.com/app/answers/detail/a_id/10074</p>
<p>Security Features</p>	<p>Description</p>	<p>Oracle Documentation</p>

<p>Multi-factor authentication</p>	<p>Intelligent Advisor Hub supports integration with Oracle Identity Cloud Service (IDCS) that enables multi-factor authentication.</p> <p>End-user authentication would be part of the capabilities of the integrating application (e.g., Fusion Sales & Business to Business Service, Customer On-premises application, etc.)</p>	<p>Intelligent Advisor User Guides: http://documentation.custhelp.com/euf/assets/devdocs/unversioned/IntelligentAdvisor/en/Content/Guides/Welcome/Welcome.htm</p> <p>Integration with CX Sales: http://www.oracle.com/pls/topic/lookup?ctx=cloud&id=OASAL2449553</p> <p>Identity Cloud Service (for use with Digital Customer Support): https://docs.oracle.com/en/cloud/paas/identity-cloud/uaid/getting-started-oracle-identity-cloud-service1.html</p>
<p>IP white-listing</p>	<p>Customers can request Internet Protocol white-listing for their instances to restrict access based on Internet Protocol via the Technical Support team.</p>	
<p>Separation of duties</p>	<p>Tasks performed through the Intelligent Advisor Hub are controlled by user roles. Roles include Hub Administrators, Authors, Managers, Mobile Users, and Application Programming Interface users.</p>	<p>Permissions: http://documentation.custhelp.com/euf/assets/devdocs/unversioned/IntelligentAdvisor/en/Content/Guides/Project_Administrator_Guide/Permissions/Permissions.htm</p>

<p>Flagging Special Categories of Data</p>	<p>No specific functionality provided by this product/service.</p> <p>Any end-user information captured as a result of an Interview is mapped into an integrating application (e.g., CX Fusion Sales & Business to Business Service, Customer On-premises application, etc.).</p> <p>Additional controls may be available in the integrating application.</p>	<p>Intelligent Advisor User Guides: http://documentation.custhelp.com/euf/assets/devdocs/unversioned/IntelligentAdvisor/en/Content/Guides/Welcome/Welcome.htm</p> <p>Integration with CX Sales: http://www.oracle.com/pls/topic/lookup?ctx=cloud&id=OASAL2449553</p>
<p>Separate auditing and "detective control" privileges</p>	<p>No specific functionality provided by the product/service.</p>	
<p>Features Limiting Oracle's access to customer data</p>	<p>No specific functionality provided by the product/service.</p>	
<p>Encryption</p>	<p>In transit data is transmitted via Hypertext Transfer Protocol Secure. Customers can configure their own certificates for Hypertext Transfer Protocol Secure.</p> <p>At rest data stored in Oracle are on encrypted file systems; Oracle manages the keys.</p>	<p>Intelligent Advisor User Guides: http://documentation.custhelp.com/euf/assets/devdocs/unversioned/IntelligentAdvisor/en/Content/Guides/Welcome/Welcome.htm</p> <p>Integration with CX Sales: http://www.oracle.com/pls/topic/lookup?ctx=cloud&id=OASAL2449553</p>

<p>Anonymization</p>	<p>No specific functionality provided by this product/service.</p> <p>Any end-user information captured as a result of an Interview is mapped into an integrating application (e.g., CX Fusion Sales & Business to Business Service, Customer On-premises application, etc.).</p> <p>Additional controls may be available in the integrating application.</p>	<p>Intelligent Advisor User Guides: http://documentation.custhelp.com/euf/assets/devdocs/unversioned/IntelligentAdvisor/en/Content/Guides/Welcome/Welcome.htm</p> <p>Integration with CX Sales: http://www.oracle.com/pls/topic/lookup?ctx=cloud&id=OASAL2449553</p>
<p>Pseudonymization</p>	<p>No specific functionality provided by this product/service.</p> <p>Any end-user information captured as a result of an Interview is mapped into an integrating application (e.g., CX Fusion Sales & Business to Business Service, Customer On-premises application, etc.).</p> <p>Additional controls may be available in the integrating application.</p>	<p>Intelligent Advisor User Guides: http://documentation.custhelp.com/euf/assets/devdocs/unversioned/IntelligentAdvisor/en/Content/Guides/Welcome/Welcome.htm</p> <p>Integration with CX Sales: http://www.oracle.com/pls/topic/lookup?ctx=cloud&id=OASAL2449553</p>
<p>Data Masking</p>	<p>No specific functionality provided by this product/service.</p> <p>Any end-user information captured as a result of an Interview is mapped into an integrating application (e.g., CX Fusion Sales & Business to Business Service, Customer On-premises application, etc.).</p> <p>Additional controls may be available in the integrating application.</p>	<p>Intelligent Advisor User Guides: http://documentation.custhelp.com/euf/assets/devdocs/unversioned/IntelligentAdvisor/en/Content/Guides/Welcome/Welcome.htm</p> <p>Integration with CX Sales: http://www.oracle.com/pls/topic/lookup?ctx=cloud&id=OASAL2449553</p>

<p>Truncation</p>	<p>No specific functionality provided by this product/service.</p> <p>Any end-user information captured as a result of an Interview is mapped into an integrating application (e.g., Service Cloud, Engagement Cloud, Customer On-premises application, etc.).</p> <p>Additional controls may be available in the integrating application.</p>	<p>Intelligent Advisor User Guide: http://documentation.custhelp.com/euf/assets/devdocs/unversioned/PolicyAutomation/en/Default.htm#Guides/Service_Cloud_User_Guide/Service_Cloud_User_Guide.htm</p> <p>Integration with CX Business to Customer: http://www.oracle.com/pls/topic/lookup?ctx=cloud&id=c_Oracle_Policy_Automation_Cloud_Service_d_n1131806</p> <p>CX Sales and Business to Business Service User Guide: http://documentation.custhelp.com/euf/assets/devdocs/unversioned/PolicyAutomation/en/Default.htm#Guides/Engagement_Cloud_User_Guide/Engagement_Cloud_User_Guide.htm</p> <p>Integration with CX Sales: http://www.oracle.com/pls/topic/lookup?ctx=cloud&id=OASAL2449553</p>
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<p>Tokenization</p>	<p>No specific functionality provided by this product/service.</p> <p>Any end-user information captured as a result of an Interview is mapped into an integrating application (e.g., CX Fusion Sales & Business to Business Service, Customer On-premises application, etc.).</p> <p>Additional controls may be available in the integrating application.</p>	<p>Intelligent Advisor User Guides: http://documentation.custhelp.com/euf/assets/devdocs/unversioned/IntelligentAdvisor/en/Content/Guides/Welcome/Welcome.htm</p> <p>Integration with CX Sales: http://www.oracle.com/pls/topic/lookup?ctx=cloud&id=OASAL2449553</p>
<p>Logging</p>	<p>No specific functionality provided by this product/service.</p> <p>Interview usage statistics are captured for experience improvements.</p> <p>No end-user information is collected.</p>	