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| Welcome to the July edition of the ePACT2 newsletter. This month we have articles on: * [Programme Budget Categories report](#m_-2604298586748980481_Prog,+budget+cat)
* [Integrated Care Boards and Sub-Integrated Care Boards](#m_-2604298586748980481_ICB's)
* [Did you know? Some useful tips](#m_-2604298586748980481_DYK?)
* [Oracle Digital Assistant](#m_-2604298586748980481_oracle)
* [Data Services support and training team update](#m_-2604298586748980481_Training+update)
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| **Ongoing, potential or resolved issues****Programme Budget Categories report available to view**We are pleased to announce that the Programme Budget Categories (PB2) report is now available to access.Thank you for your kind patience whilst we recalculated the data to reflect the recategorisation of nutritional products.  |

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| **Differences between Integrated Care Boards (ICBs) and Sub-Integrated Care Board Locations (SICBLs)**There remains some uncertainty from users regarding the difference between ICBs and SICBLs.Externally, we are aware that only ICBs exist – ICB is used to refer to both what was previously known as Sustainability and Transformation Partnerships (STPs) and also those previously referred to as Clinical Commissioning Groups (CCGs).However, in the ePACT2 world, we have had to differentiate between the two: SICBLs will be used to only refer to those organisations previously known as CCGs. The term ICB solely refers to those organisations previously known as STPs. ICBs and SICBLs are not interchangeable in the world of ePACT2. This differentiation is required due to the way the data is held within the Data Warehouse which subsequently feeds into ePACT2.  |

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| **Did You Know? Some useful tips** ePACT2 newsletters are now [archived](https://nhs.us12.list-manage.com/track/click?u=73c3d4c9798efad92c827e730&id=ee6a21c9a4&e=8ac05dd0ab) on the NHSBSA website.Emails sent to the personal email addresses of Data Services colleagues will be manually forwarded on to dataservicessupport@nhsbsa.nhs.uk. Emails are then dealt with in order of receipt to this mailbox. To avoid any delay we would kindly ask that emails are not sent to personal email addresses.Furthermore, NHSBSA colleagues no longer have access to NHS.net emails and any emails sent to these addresses will no longer be auto forwarded.Users querying an analysis they have created are asked to provide XML in a Notepad document. Any other format the XML will be corrupted and may result in a delay to answering your query.  |

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| **Announcing the release of the Oracle Digital Assistant**We are delighted to be announcing the release of the Oracle Digital Assistant!Together with our partners at Oracle, we have developed a Digital Assistant (chatbot) that will be hosted on the landing pages of our ePACT2, eDEN and eOPS data systems to help improve our user experience.  |

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| When you log in to any of these systems you will now see our Digital Assistant robot head icon appear in the bottom right-hand corner of the system landing page  |

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| The Digital Assistant has been designed to answer frequently asked questions users have, without the need to query these via our support/training teams.  |

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| If you click on the Digital Assistant robot head icon and the chatbot interface will open.A ‘Welcome’ message will then load. Once it does, simply type your question into the ‘Type a message’ text box, click the return key and wait for the reply.  |

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| Here we asked the Digital Assistant if training can be provided for the system…  |
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| In answering the question, the Digital Assistant has provided the link to [eDEN training hub | NHSBSA](https://nhs.us12.list-manage.com/track/click?u=73c3d4c9798efad92c827e730&id=c625350806&e=8ac05dd0ab) page on our website, allowing the user to access the online booking calendar hosted on that webpage and book their training.Once the Digital Assistant returns an answer it also provides the feedback options – ‘Yes, this has answered my question.’ / ‘No, this did not answer my question.’   |

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| It would be great if you could let us know if the Digital Assistant answered your question by selecting the corresponding feedback button. This will allow the tool to understand if it’s answered correctly, and if not, will allow us to understand how better to retrain it.  |

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| Once you’ve finished using the Digital Assistant, click on the ‘X’ icon followed by the ‘Yes’ button to close the Digital Assistant down and it will revert back to the robot head icon.  |

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| The Oracle Digital Assistant is a new tool to assist users in better understanding our data products.We have produced a short, online [Digital Assistant feedback survey](https://nhs.us12.list-manage.com/track/click?u=73c3d4c9798efad92c827e730&id=85b2346d5b&e=8ac05dd0ab) and would really welcome your input in helping us to develop this new feature.We hope that you enjoy using the Oracle Digital Assistant.  |

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| **Data services support and training team updates**Our Training and Engagement team are always looking to improve the services that we provide.To help us with this, [please complete our survey](https://nhs.us12.list-manage.com/track/click?u=73c3d4c9798efad92c827e730&id=c5e3a7ad9a&e=8ac05dd0ab) on our current services. The survey closes **11pm on Friday 7 July.**If you have any queries regarding this survey then please email nhsbsaresearch@nhs.netPlease consider whether your query would be best handled as an email, ad-hoc teams call or bespoke pre-planned training session. The complete building of very bespoke analyses cannot always be facilitated due to time constraints, so a level of self-service is encouraged and expected where possible.We’d strongly recommend that newly registered users of ePACT2 [book on to a training webinar](https://nhs.us12.list-manage.com/track/click?u=73c3d4c9798efad92c827e730&id=36dfa5ba62&e=8ac05dd0ab) designed specifically for different organisation types, to ensure the basics of the system are explained and this will then provide the opportunity to ask any further queries or remaining questions after the webinar.If you have booked onto a session but then find that you cannot attend for whatever reason, please let us know with as much notice as possible.You can also take a look at our pre recorded webinars to view at your own convenience:[General Dashboards and Reports Webinar](https://nhs.us12.list-manage.com/track/click?u=73c3d4c9798efad92c827e730&id=375b12f246&e=8ac05dd0ab)[PCN Webinar](https://nhs.us12.list-manage.com/track/click?u=73c3d4c9798efad92c827e730&id=9d37ed7d7b&e=8ac05dd0ab)[GP Webinar](https://nhs.us12.list-manage.com/track/click?u=73c3d4c9798efad92c827e730&id=84096f3ea8&e=8ac05dd0ab)More videos are planned, so keep checking back!  |

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| Follow us on Twitter for the latest news and information:[@NHSBSA\_ePACT2](https://nhs.us12.list-manage.com/track/click?u=73c3d4c9798efad92c827e730&id=638e50b6bd&e=8ac05dd0ab).**Come and join the conversation.**  |

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