Chatbot Configuration Guide Oracle Banking Digital Experience Patchset Release 22.1.1.0.0

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ORACLE

Chatbot Configuration Guide August 2022

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1. Preface

1.1 Intended Audience

This document is intended for the following audience:

- Customers
- Partners

1.2 **Documentation Accessibility**

For information about Oracle's commitment to accessibility, visit the Oracle Accessibility Program website at http://www.oracle.com/pls/topic/lookup?ctx=acc&id=docacc.

1.3 Access to Oracle Support

Oracle customers have access to electronic support through My Oracle Support. For information, visit

http://www.oracle.com/pls/topic/lookup?ctx=acc&id=info or visit

http://www.oracle.com/pls/topic/lookup?ctx=acc&id=trs_if you are hearing impaired.

1.4 Structure

This manual is organized into the following categories:

Preface gives information on the intended audience. It also describes the overall structure of the User Manual.

The subsequent chapters describes following details:

- Introduction
- Preferences & Database
- Configuration / Installation.

1.5 Related Information Sources

For more information on Oracle Banking Digital Experience Patchset Release 22.1.1.0.0, refer to the following documents:

Oracle Banking Digital Experience Installation Manuals



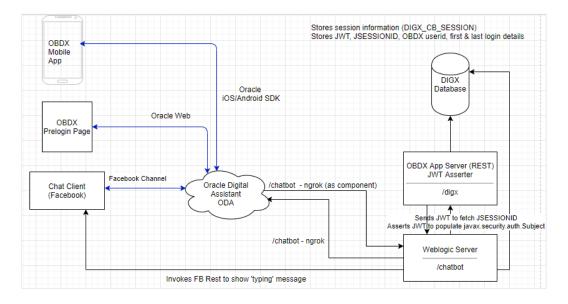
2. Purpose

OBDX provides interface for Chatbot module, integrated with Oracle Digital Assistant (ODA) out of the box. It provides end users a chat interface to interact with the bank. Transactions like balance enquiry, fund transfers to payees, enquiring about banking products and details of ATM/Branches can be achieved through chat. This document provides steps to setup OBDX chatbot module with ODA. The prerequisites include:

- ODA setup
- Facebook credentials (optional)



3. Topology





4. Common Configurations

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4.1 **ODA Configurations**

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 Login to ODA and import the OBDX bot shipped with OBDX installer. This is a zip (OBDX201.zip) file obtained in the installer in OBDX_Installer/installables/chatbot/config directory. Import this by clicking the "Import Bot" on ODA dashboard.

_

| | | | Welcome to Orac | cle Di | gital Ass | istant! | | | | |
|--|---|---------|---|-----------|--|--|--|--|-----------|--------------|
| | | | Explo | re a S | ikill | | | | | |
| | | | Check out a samp | | | | | | | |
| | | | Take | Me Therei | | | | | | |
| | | | | | | | | | | |
| Nost Recent | | | | | | | | Searc | h by Name | |
| All Digital Assistants Skills | | | | | | | | | | |
| Display Name | Туре | Version | State | Updated | | Comment | | | | |
| OBDX18.3_Cluster | Skill | 1.0 | Draft | 4 minut | tes ago | 18.3 | | | | |
| RetailBot | Skill | 1.0-DA | Published | Mon, 9/ | /30/2019 15:34 | RetailBot | | | | |
| ODA_Pizza_Financial_Retail | Digital Assistant | | | Mon, 9) | /30/2019 15:34 | ODA that has Pizza, | Financi | al & Retail skill bot registered with it | | |
| PizzaBot | Skill | 1.0-DA | Published | Mon, 9; | /30/2019 15:34 | Generic bot descrip | tion | | | |
| | | | | | | | | | | |
| - [| Skill | 1.0-DA | Published | Mon, 9/ | /30/2019 15:34 | Financial Virtual As: | istant | | | whf00ggbi808 |
| DRACLE [®] Intelligent Bots Service Bots | | | Published | Mon, 9/ | /30/2019 15:34 | Financial Virtual Ass | istant | | •• • | whitOggb.808 |
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| DRACLE [®] Intelligent Bots Service Bots | Sort By Last Modified Descend | | | Mon. 9) | | | iistant | AL_MasterBot Financial Virtual Assistant for Masters To | | |
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2. Click on the OBDX Bot and click on the components to add the custom components.

| 9 | Custom Webview | | | |
|-------------------|------------------------|-------------------------|---|---------------|
| Ø | + Service | Service Enabled | | Reload Delete |
| | Filter Q | * Name | OBDXComponents | |
| | OBDXComponents | Description | Optional short description for this service | |
| ĩ2 | ☑ callRepresentative | | | |
| - | CheckLogin | . 🕜 Status | Ready | |
| Ax | CreditCardDueDetails | Platform Version | 1.0 | |
| <i>?</i> • | ☑ fetchAccounts | Service Type | External | |
| ۲ | fetchAccountsForTxn | 🔞 * Metadata URL | https://7103a213.ngrok.io/chatbot/v1/components | |
| × | fetchCreditCardDetails | * User Name | weblogic | |
| <u>11</u> | fetchLoanAccounts | Password | | Reset |
| | fetchTransactions | Optional HTTP Headers @ | | |
| - | | | | - |

- 3. Put the OBDX URL here. The OBDX setup and the ODA setup must be accessible over Internet.
- 4. Add username/password (in HTTP Basic authorization) of any user with Administrators role which can be used to login in OBDX Weblogic server.

| • | Custom Webview | | | | |
|----|------------------------|---|-------------------------|---|---------------|
| | + Service | | Service Enabled | | Reload Delete |
| | Filter | ٩ | * Name | OBDXComponents | |
| Ē | OBDXComponents | | Description | Optional short description for this service | |
| E. | callRepresentative | | | | |
| | CheckLogin | | Status | Ready | |
| 3 | CreditCardDueDetails | | Platform Version | 1.0 | |
| • | fetchAccounts | | Service Type | External | |
| | fetchAccountsForTxn | | 😮 * Metadata URL | https://7103a213.ngrok.io/chatbot/v1/components | |
| | fetchCreditCardDetails | | * User Name | weblogic | |
| 1 | fetchLoanAccounts | | Password | | Reset |
| | fetchTransactions | | ▶ Optional HTTP Headers | | |
| | | | | | |



5. In order to configure intent threshold for the skill go to settings tab in a bot and click configurations to configure threshold frequency (default 0.5) as shown below-

| 🏄 Summ: 🍂 Bug 29 💠 (080X 🕽 | 🗙 183 - 🤇 🙍 clip_ | 8 13 JON 🖸 Accou 🖸 Orack 🕤 Facebo 🔪 Orack 🛐 Facebo 🔪 Orack 💭 Facebo 🏠 Facebo 🎝 JORDY 🌢 JORDY 🌢 JORDY 🛠 Inv-5 🕲 Summ, 🖸 Datho 🕲 Orack Q. obdus 🖸 Zgiller 🖬 Facebo | + | - 1 | σ |
|---|---------------------|--|-------------------|-----|---|
| ← → C (① Not secure white | 100ggb:8080/botsui/ | (bothds04275C3-3088-4881-A418-C9C384815E07)/bot/settings/configuration 🚯 Q 0 2 0 2 | 3 0 0 F | | 6 |
| 🗮 Apps 🔹 SiteData 📒 BugDB 📒 | 🚺 IT Server 📒 Jen | kins 📒 Confluence 📕 Sonar 📧 OBDX Docs { O grok 📼 Setting up a standa 😇 Using Alternative A 😵 Custom Security Filt 🔤 Password Manage 🚽 Java mon amount W 📑 Oracle stored proce 🧧 F | Protecting and Ac | c | |
| Development | = | ORACLE Digital Assistant | | ? | æ |
| | < s | kills • OBDX18.3_Cluster | | | |
| Development | ~ | | | | |
| Skills | 9 | General Configuration Digital Assistant Events QBA Routing Config | | | |
| | ø | System Parameters | | | |
| | X | * Confidence Threshold 0 v A | | | |
| | | The minimum confidence score required to match a skill's intent with user input. If there is no match, the transition action is set to 'unresolvedintent' (Minimum value 0, maximum value 1) | | | |
| | ٢£ | * Confidence Win Margin O Ovy the top intent that exceeds the confidence threshold is picked if it is the highest ranking intent which exceeds the confidence threshold. If other intents that exceed | | | |
| | × 🔤 | the confidence threshold have scores that are within that of the top intent by less than the win margin, these intents are also presented to the user. (Minimum value 0, maximum value 1) | | | |
| Documentation | | * Unexpected Error Prompt Oops I'm encountering a spot of trouble. Please try again later | | | |
| | <i>©</i> ₽ | Max States Exceeded Error Prompt Your session appears to be in an infinite loop. | | | |
| | | The message when the Bot appears to be an infinite loop | | | |
| | | * Expired Session Error Prompt Vour session has expired. Please start again. | | | |
| | <u>11.</u> | CAuth Cancel Prompt Authentication canceled. | | | |
| | t= | The message when Okuth authorization is canceled Authonication successful You can return to the conversation. | | | |
| | | Ontain 2006/00 / Patrimotation stanCollision into anii formanii anii control anii | | | |
| | (3) | Custom Parameters | | | |
| | | + New Parameter Filer parameters | | Q | |
| | ► | | | | |
| | * | Edit Delete | | | |
| h/00ggb:8080/botsui/(botld:504275C5-3088~ | -4881-A418-C9C98481 | SE07/bot/settings/ds# Display Name Type Value Description | | | |

6. Configure/add default home entity in a resource bundles (one created/configured in OBDX) on ODA as same will be used as the required home entity while consuming OBDX API's from custom components. Go to Resource Bundles as shown below-

| ≡ | ORACLE [®] Digital Assistant | | | | ? |
|----------|---------------------------------------|-------------------|---------|-----------------------|------------------|
| < 5 | Skills • OBDX20.1 draft • 10 🔻 | | | | Validate 🕕 Train |
| 9 | User-Defined Intents Q&A | | | | |
| φ | + Кеу | Key | | View By Key | • |
| | Account | DefaultHomeEntity | | Filter by Key or Text | |
| | AcctOpening | Language | Message | The by key of text | |
| 12 | AskAccountType | default | OBDX_BU | | |
| | AskHOTP | | | | |
| 2 | AskMobileNumber | | | | |
| | AskOTP | | | | |
| 2 | AskTOTP | | | | |
| | Auto Loan | | | | |
| | | | | | |



 Search for key "DefaultHomeEntity". Default value will be "OBDX_BU".Chatbot works with single entity only. The default value can be changed by selecting edit option/icon in the key as shown below –

| Edit Entry | × |
|-------------------|--------------|
| | |
| Key * | |
| DefaultHomeEntity | |
| Language * | |
| default | |
| Text * | |
| OBDX_BU | |
| | |
| | Update Entry |

4.2 **OBDX Server Configurations**

Ensure that below applications are running on OBDX server

- com.ofss.digx.infra.channel
- com.ofss.digx.chatbot

| elete items in this domain. | Configu | ration Control Monitoring | | | | | | | |
|---|----------|---|------------------------------|-----------|------------------------|--------------------------|--------|-------------------|-------------------------------|
| Look & Edit Release Configuration | | | | | | | | | |
| Domain Structure | | ge displays the list of Java EE applications and standalone application modules installed to this domain. | | | | | | | |
| ibdx_domain | | update (redeploy) or delete installed applications and modules from the domain by selecting the checkbox next to the application name and | then using the controls on t | rvs page. | | | | | |
| D-Domain Partitions D-Drykosment D-Services Security Realms | € Custor | al a new equipation or module for deployment to targets in this domain, chick Enstall . Have this Kable | | | | | | | |
| Interoperability | Deploy | | | | | | | | |
| Diagnostics | Install | Update Delete | | | | | | Showing | 1 to 70 of 70 Previous Next |
| | | ame és | State | Health | Туре | Targets | Scope | Domain Partitions | Deployment Order |
| | | aff.oracle.businesseditor(1.0,12.2.1.0.0) | Active | | Ubrary | AdminServer, obdx_server | Global | | 100 |
| | | geff.oracle.domain(1.8,12.2.1.8.0) | Active | | Library | AdminServer, obdx_server | Global | | 100 |
| How do L | | adf.oracle.domain.webapp(1.0,12.2.1.0.0) | Active | | Ubrary | AdminServer, obdx_server | Global | | 100 |
| Install an enterprise application | | - CAWAMOREAR | Active | 🗸 OK | Enterprise Application | obdx_server | Global | | 0 |
| Configure an enterprise application Update (redeploy) an enterprise application | | T Blatch ResourceAdapter | Active | 🕶 ок | Enterprise Application | obdx_server | Global | | 0 |
| Monitor the modules of an enterprise application | 8 | coherence-transaction-rar | Active | 🗸 OK | Resource Adapter | AdminServer, obdx_server | Global | | 100 |
| Deploy E38 modules | | The composition digry app-connector | Active | ✓ ox | Enterprise Application | obdx_server | Global | | 100 |
| Install a Web application | 6 | B con. of so. dip. apps. chatbat.vert | Active | 🛩 ок | Enterprise Application | obdx_server | Global | | 0 |
| System Status 😐 | | The com-ofice-steps: approx.service.rest | Active | 🕶 ok | Enterprise Application | obdic_server | Global | | 0 |
| Health of Running Servers | | The com-of us-digat-approxem vices so ap | Active | 🕶 ок | Enterprise Application | obdx_server | Global | | • |
| Faled (0) Critical (0) | | com.ofss.digx.chatbot(17.2.0.0.0;201707201035) | Active | | Ubrary | AdminServer, obdx_server | Global | | • |
| Overloaded (0) Warning (0) | | DHS Application (12.2.1.0.0) | Active | 🕶 ок | Web Application | AdminServer, obdx_server | Global | | 5 |
| OK (2) | 8 | 1 CP | Active | 🕶 ок | Enterprise Application | AdminServer | Global | | 409 |
| | | emagentsdkimplpriv_jar(12.4,12.1.0.4.0) | Active | | Ubrary | AdminServer | Global | | 100 |
| | | emagertsdiing[_jar(12.4,12.1.0.4.0) | Active | | Ubrary | AdminServer | Global | | 100 |
| | | emagentodk_jar(12.4,12.1.0.4.0) | Active | | Library | AdminServer | Global | | 100 |
| | | hernes | Active | | Library | AdminServer | Global | | 100 |
| | | yemcore | Active | | Ubrary | AdminServer | Global | | 100 |
| | | encorectient_jar | Active | | Ubrary | AdminServer | Global | | 100 |
| | | heureseeuuuu in | Active | | Library | AdminServer | Global | | 100 |
| | | yemcoreconsole_jer | Active | | Library | AdminServer | Global | | 100 |
| | | emcoreintsRijar(11.2.0.1.0,12.1.0.0.0) | Active | | Ubrary | AdminServer | Global | | 100 |
| | | | | | | | | | |

In chatbot.properties in com.ofss.digx.chatbot.ear > com.ofss.digx.chatbot.jar, enter the base URL of the OBDX server where DIGX application is running.

Note: Enter the Weblogic port. If using OHS, that should not be patched with Webgate



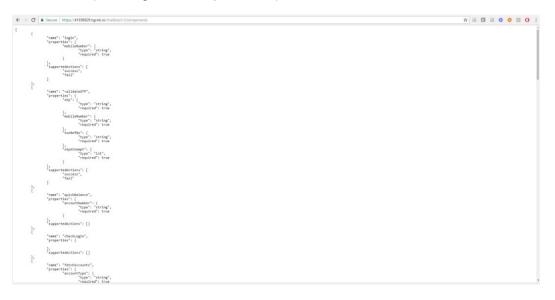
If the server needs proxy to connect to internet, enter proxy details here else leave them blank. This call is required for the chatbot to display the typing.. icon in chat. The connection is directly from OBDX Chatbot application to Facebook. The access token of the Facebook page is also required here.

| oduct security - ofss310717 - WinSCP | | | | | | | | | - 6 |
|--|---|-------------------------|----------------|--|------------------|--------------------------------------|----------------------------------|-----------------|-----|
| al Mark Eiles Commands Session Options Bernote | | | | acom.ofss.digs.chatbot.jar - WinRAR (evaluation copy) | | | | | × |
| 🎦 🤤 Synchronize 🛛 🖉 😨 🖗 😨 🎯 Que | ue • Transfer Settings Default | - 16 | 9 - | File Commands Tools Favorites Options Help | | | | | |
| com.ofss.digx.chatbot.ear - WinRAR (evaluation copy) | | | | 🎒 🚯 💽 🗠 👸 🙀 🍕 🖗 | a. 🕑 1 | <u>*</u> | | | |
| le Commands Tools Favorites Options Help | | | | | asScan Comment S | | | | |
| 🗊 🖎 💽 🗠 👸 🕯 | 🗿 🎨 🔍 🔒 | 1 | <u> </u> | 😰 📓 com.ofss.digu.chatbot.jar - ZIP archive, unpacked size 369,346 bytes | | | | | ~ |
| | | Comment S | EX. | Name | Size | Packed Type | Modified | CRC32 | _ |
| com.ofss.digs.chatbot.ear\APP-INF\3b - ZP | auchice unpacked size 1 550 403 hotes | | | | | File folder | | | |
| lame | artificial and constrained and | Size | Packed | a com | | File folder | 7/18/2017 5:39 | | |
| ame | | Size | Packed | META-INF Chatbot.properties | 332 | File folder 281 PROPERTIES File | 7/18/2017 5:39 7/19/2017 2:42 | | |
| com.ofss.digi.chatbot.jar | | 177,968 | 159,143 | | 3,331 | 1,318 PROPERTIES File | 7/18/2017 5:39 | | |
| com.ofss.fc.framework.domain.jar | | 572,044 | 510,908 | messages_es_ES.properties | 2,813 | 1,251 PROPERTIES File | 7/18/2017 5:39 | 41DE2395 | |
| jeom.ofss.fc.infra.jør | | 806,589 | 740,293 | | | | | | |
| | View - chatbot properties | | _ | | | | | - I X | |
| | - | | | | | | - | | |
| | | | | | | | | | |
| | Bie Edit View Help baseUrl=http://ofss310717.j accessTeken=EAAPXXXXEE | imgBALXGGel | 7011/digs | //1/ /S4Ivv02B80YWZA17wicgKEe2x8T7ebHmdp3CnRwSFHxbgCeg3yzgaoznkibe | oPWIWZBsK9CFfv | imaguWaFc47kiH0pHMNgl | F6cZB8XXUE7F | 1gx1e4L0kYbg | |
| | baseUrl=http://ofss310717.i | imgBALXGGel N6lgZDZD | FEDriCDW | SAWW2B80YWZA17wlcgKEe2x8T7ebHmdp3CnAwSFHxbgCeg3yzgaoznikbo | oPWIWZBsK9CFfvi | maquWaFc47kHOpHMNgI | 8F6eZB8XXUE7F | 'lgx1e4L0kYbq | đ |
| | baseUrl=http://dss310717.j accessToken=EAAP>0x0XEE Yikkwp5zsu01k2112SIK7Pev proxyIP=148.87.19.20 proxyIP=160 | imgBALXGGel N6lgZDZD | FEDriCDW | SAWW2B80YWZA17wlcgKEe2x8T7ebHmdp3CnAwSFHxbgCeg3yzgaoznikbo | oPWIWZBsK9CFtv | imaquWaFc47kHOpHMNgI | 8F6eZB8XXUE7F | 'lgx1e4L0kYbq | |
| ⊷© Selected 177,900 bytes in 1 file | baseUrl=http://dss310717.j accessToken=EAAP>0x0XEE Yikkwp5zsu01k2112SIK7Pev proxyIP=148.87.19.20 proxyIP=160 | imgBALXGGel N6lgZDZD | FEDriCDW | SAWW2B80YWZA17wlcgKEe2x8T7ebHmdp3CnAwSFHxbgCeg3yzgaoznikbo | oPWIWZBsK9CF₩ | maquWaFc47kIHOpHMNgI | 8F6eZB8XXUE7F | 1gx1e4L0kYbq | - 4 |
| -C Selected 177,900 bytes in 1 file | baseUrl=http://dss310717.j accessToken=EAAP>0x0XEE Yikkwp5zsu01k2112SIK7Pev proxyIP=148.87.19.20 proxyIP=160 | imgBALXGGel N6lgZDZD | FEDriCDW | SAWW2B80YWZA17wlcgKEe2x8T7ebHmdp3CnAwSFHxbgCeg3yzgaoznikbo | oPWIWZBsK9CFive | ıməquWaFc47kHOpHMNgl | 8F6e2B8XXUE7F | 'l gxl e4L0kYbq | |
| ≪© Salected 177,600 bytes in 1 file | baseUrl=http://dss310717.j accessToken=EAAP>0x0XEE Yikkwp5zsu01k2112SIK7Pev proxyIP=148.87.19.20 proxyIP=160 | imgBALXGGel N6lgZDZD | FEDriCDW | SAWW2B80YWZA17wlcgKEe2x8T7ebHmdp3CnAwSFHxbgCeg3yzgaoznikbo | oPWTWZBsK9CFtvi | imaquWaFc47kHOpHMNgI | 8F6c2880≪UE7F | 'l gxl e4LOkYbq | |
| ⊶€ Selected 177,600 bytes in 1 file | baseUrl=http://dss310717.j accessToken=EAAP>0x0XEE Yikkwp5zsu01k2112SIK7Pev proxyIP=148.87.19.20 proxyIP=160 | imgBALXGGel N6lgZDZD | FEDriCDW | SAWW2B80YWZA17wlcgKEe2x8T7ebHmdp3CnAwSFHxbgCeg3yzgaoznikbo | oPWTWZBsK9CFtvi | imaquWaFc47kHOpHMNgI | iF6eZBIXXUE7F | 1gc1e4L0kYbq | |
| ≠© Selected 177,568 bytes in 1 file | baseUrl=http://dss310717.j accessToken=EAAP>0x0XEE Yikkwp5zsu01k2112SIK7Pev proxyIP=148.87.19.20 proxyIP=160 | imgBALXGGel N6lgZDZD | FEDriCDW | SAWW2B80YWZA17wlcgKEe2x8T7ebHmdp3CnAwSFHxbgCeg3yzgaoznikbo | oPWTWZBsK3CFive | ımaquWaFc47kH0pHMNgi | IF6cZB8XXUE7F | 1gc1e4L0kYbq | |
| ≪ Selected 177,968 bytes in 1 file | baseUrl=http://wfss310717.j accessToken=EAAP>0x0XEE Yikkwp5zsu01k21125IK7Pev proxyIP=148.87.19.20 proxyIP=160 | imgBALXGGel N6lgZDZD | FEDriCDW | SAWW2B80YWZA17wlcgKEe2x8T7ebHmdp3CnAwSFHxbgCeg3yzgaoznikbo | oPWIWZBsK9CFive | ımaquWaFc47kH0pHMNgl | ₩ | 1gcte4L0KYbq | |
| ≪ Salected 177,500 bytes in 1 file | baseUrl=http://wfss310717.j accessToken=EAAP>0x0XEE Yikkwp5zsu01k21125IK7Pev proxyIP=148.87.19.20 proxyIP=160 | imgBALXGGel N6lgZDZD | FEDriCDW | SAWW2B80YWZA17wlcgKEe2x8T7ebHmdp3CnAwSFHxbgCeg3yzgaoznikbo | oPWIWZBsK9CFive | ımaquiWaFc47kHOpHMNgl | ₩6cZB#XXUE7F | 1gcte4L0KYbq | |
| ≪ Solochal 177,968 bytes in 1 file | baseUrl=http://wfss310717.j accessToken=EAAP>0x0XEE Yikkwp5zsu01k21125IK7Pev proxyIP=148.87.19.20 proxyIP=160 | imgBALXGGel N6lgZDZD | FEDriCDW | SAWW2B80YWZA17wlcgKEe2x8T7ebHmdp3CnAwSFHxbgCeg3yzgaoznikbo | oPWIWZBsKSCFive | ımaquWaFc47kH8pHMNgi | IF6e2BIDOOUE7F | Yig×Te4L0KYbq | |
| ≪ Salected 177,908 bytes in 1 file | baseUrl=http://wfss310717.j accessToken=EAAP>0x0XEE Yikkwp5zsu01k21125IK7Pev proxyIP=148.87.19.20 proxyIP=160 | imgBALXGGel N6lgZDZD | FEDriCDW | SAWW2B80YWZA17wlcgKEe2x8T7ebHmdp3CnAwSFHxbgCeg3yzgaoznikbo | oPWIWZBsK9CFiva | umaquWaFc47kH0pHMNgi | IF & ZBIDOOUE 7F | 1g×1c4L0KYbq | |
| ≪ Soloched 177,968 bytes in 1 file | baseUrl=http://wfss310717.j accessToken=EAAP>0x0XEE Yikkwp5zsu01k21125IK7Pev proxyIP=148.87.19.20 proxyIP=160 | imgBALXGGel N6lgZDZD | FEDriCDW | SAWW2B80YWZA17wlcgKEe2x8T7ebHmdp3CnAwSFHxbgCeg3yzgaoznikbo | oPWIWZBsK9CFW | umaqu/WaTcd7kHtQpHMANg | ₩6e2B®≎¢UE7F | 19x1e4LOKYbq | |
| ≪ Salected 177,608 bytes in 1 file | baseUrl=http://wfss310717.j accessToken=EAAP>0x0XEE Yikkwp5zsu01k21125IK7Pev proxyIP=148.87.19.20 proxyIP=160 | imgBALXGGel N6lgZDZD | FEDriCDW | SAWW2B80YWZA17wlcgKEe2x8T7ebHmdp3CnAwSFHxbgCeg3yzgaoznikbo | oPWIWZBsK9CFtv | umaquiWaTc47kHtQatMMgd | 9F6e288000UE7F | 1gx1e4L0kYbq | |
| I≪E Selected 172,900 bytes in 1 file | baseUrl=http://wfss310717.j accessToken=EAAP>0x0XEE Yikkwp5zsu01k21125IK7Pev proxyIP=148.87.19.20 proxyIP=160 | imgBALXGGel N6lgZDZD | FEDriCDW | SAWW2B80YWZA17wlcgKEe2x8T7ebHmdp3CnAwSFHxbgCeg3yzgaoznikbo | oPWIWZBsK9CFM | um aqviWaT c 6740 HgvH SAN gg | F6c28804UE7F | 11gxte4LBkYbq | |
| r≪ Selected 17,908 byte in 1916 | baseUrl=http://wfss310717.j accessToken=EAAP>0x0XEE Yikkwp5zsu01k21125IK7Pev proxyIP=148.87.19.20 proxyIP=160 | imgBALXGGel N6lgZDZD | FEDriCDW | SAWW2B80YWZA17wlcgKEe2x8T7ebHmdp3CnAwSFHxbgCeg3yzgaoznikbo | oPWIWZBsKSCFtv | um equiWaFc67kBHQ=HBAHqd | F6c28800UE7F | 1gcte4L®kYbq | |
| I⊷E Selected 17,988 bytes in 1 file | baseUrl=http://wfss310717.j accessToken=EAAP>0x0XEE Yikkwp5zsu01k21125IK7Pev proxyIP=148.87.19.20 proxyIP=160 | imgBALXGGel N6lgZDZD | FEDriCDW | SAWW2B80YWZA17wlcgKEe2x8T7ebHmdp3CnAwSFHxbgCeg3yzgaoznikbo | oPWIWZBsK9CFtv4 | um aquiWaT c 674BHQHBANgi | F6c28800UE7F | Πgcle4U#Ybq | |
| J≪E Salaceat 177,900 bytes in 11te | baseUrl=http://wfss310717.j accessToken=EAAP>0x0XEE Yikkwp5zsu01k21125IK7Pev proxyIP=148.87.19.20 proxyIP=160 | imgBALXGGel N6lgZDZD | FEDriCDW | SAWW2B80YWZA17wlcgKEe2x8T7ebHmdp3CnAwSFHxbgCeg3yzgaoznikbo | aPWW/ZBak3CFiv | um aqviWaFc67kBHQvHBANgd | F6c28800UE7F | 1gcle4U#¥Ybq | |

Redeploy the ear after above changes.

Verification Steps

8. Check if OBDX server Chatbot application is running and accessible over the component URL given to ODA. Open a browser and enter the URL as entered in ODA component services. (as configured in Step No-4.1.3)





9. Login to ODA and click OBDXBot > Test

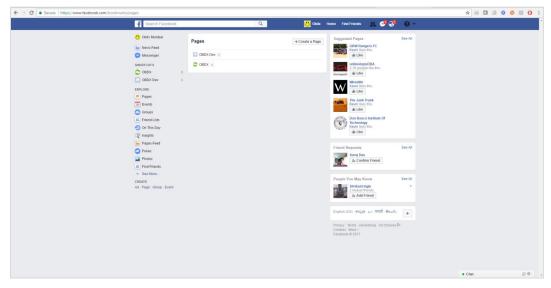
| \leftrightarrow \ni C $\textcircled{0}$ dhcp-in-ofss-10-180-58-183:8 | 8080/botsui/bot/3F576C41-D485-4384-9A24-65561939E9EA/intents | ☆ ⅲ 🖬 🖬 🔹 📀 🔤 🔿 🗄 |
|--|--|--|
| | e | 👰 - |
| < obdx - | | Validate 🔍 Train 💌 💥 🕨 |
| + Intent More * | ∡ Description | Test Reset |
| ATMBranchLocator | × Name * ATMBranchLocator | Bot Intent Batch |
| Q Balance | × Description | N |
| CustomerCare | x | Hi Marisa III |
| ExitChat | x | I am ZigBank Bot, ready to help you with |
| FAQ-OnlineOpening | x | for your banking tasks. You can talk to me in a friendly manner or choose the options. Just type "Help me' if you need |
| FAQ-Product | × Examples | to know the options. |
| Gratitude | × Filter Q | How can I help you today? |
| Help | × Enter your example utterances. | account balance |
| HowTo-Opening | X branch near me | account datance |
| Payment | × branches in goregaon | Please provide your Mobile Number. |
| Transactions | × Can you tell me ATM nearest to me | |
| Welcome | Locate branch X show me ATM near to me | |
| | tell me branch at goregaon | |
| | Which ATM is near me | |
| | | ► JSON |
| | | account balance Send |



5. Facebook Configurations

Create a Facebook account for the Bank-

- 1. Login to Facebook with credentials.
- 2. Create a new page



3. Navigate to developer link and create an application as shown below

| ← → C ■ Secure https://developers.facebook.com/apps/ | × | × | х | | | x = • • • • • • • • • |
|--|--|---|---|--|---|-----------------------|
| | facebook for developers | Products Docs Tool | is & Support News Videor | ٩ | Search My Apps 🔻 😃 | |
| | Q. Search apps by titl | le | | | + Add a New App | |
| | App ID: 89853 | ration O 19040200882 | App ID: 15045071865 | 514195 | OBDX Dev O App ID: 1120255724746593 | |
| | App ID: 10812 | | | | | |
| | LANGUAGES English (US) Español Portu | aguês (Brasil) — Français (France) | ه فريد Deutsch Italiano و | Þ文(两体) 日本語 | | |
| | Products Facebook Login Sharing on Facebook Games Facebook App Ads | SDKe IOS SDK Android SDK JavaScript SDK PHP SDK | Tuels Graph API Explorer Open Graph Debugger Object Browser JawsScript Test Console | Support Platform Status Developens Group Marketing Partners Bugs | News Blog Developer Roadmap Case Studies Videos | |
| | | | API Upgrade Tool Facebook Analytics | | | |
| | About Create Ad Careens Platfo | rm Policy Privacy Policy Cookles 1 | Terms | | Facebook © 2017 | |
| | | | | | | |
| | | | | | | |



| ← → C ■ Secure https://d | tevelopers.facebook.com/apps/1081218921982568/dashboard/ | a a a a a a a a a a a a a a a a a a a | * 🛙 🖬 🛛 🗶 🖬 🔿 🗄 |
|----------------------------|--|---|----------------------------|
| OBDXBot • | APP ID: 1081218921982568 -* View Analytics | | 🐞 Tools & Support Docs 😃 🏌 |
| Dashboard | | | |
| Settings | | Dashboard | |
| Roles | | | |
| Alerts | | OBDXBot o | |
| App Review | | This app is in development mode and can only be used by app admins, developers and testers (?) API Version (?) App ID | |
| | | V2.8 1081218921982568 | |
| Facebook Login | | App Secret | |
| Messenger | | 781e5dd5b5d2feb2cfe1813f14b97d40 Reset | |
| Webhooks | | | |
| + Add Product | | Introducing Messenger As an Ad Destination New you can use Messenger to start conversations with the people who click your as. | |
| | | Facebook Analytics | |
| | | Set up Analytics Analytics helps you grow your business and learn about the actions people take in your app. It only takes 5 minutes to set up. | |
| | | Facebook Login | |
| | | Active Login Users Trend | |
| | | Shorthy Active UL Shorthy Active UL Shorthy Active UL Shorthy Active UL | |
| facebook for developers | | | |

4. Navigate to dashboard page and note the app secret as it will require in future steps.

5. Navigate to Messenger > Settings page from left panel and in token generation section select the page created previously. Note the page access token.

| ← → C ■ Secure https://developers.f | acebook.com/apps/1081218921982558/messenges/ | | | * = 0 = 0 0 = 0 : |
|---------------------------------------|--|---|-------------------|--------------------------|
| OBDXBot - APP ID: | 1081218921982568 -* View Analytics | | | 🐞 Tools & Support Docs 🕛 |
| Dashboard Settings Roles | | e Traffic to Messenger dis lo help more people discover your experience in Messenger. | arn mòre | |
| Alerts # | Get starte | d | | |
| PRODUCTS Facebook Login | and Con | It some resources that may help you in development: Quick Start (build a Messenge plete Documentation. Also join our Messenger Platform Developers Community on Jearn morel | | |
| Messenger | Token Ge | eration | | |
| Webhoeks + Add Product | is not ap | en is required to start using the APIs. This page token will have all messenger perm proved to use them yet, though in this case you will be able to message only app ad page tokens for the pages you don't own using Facebook (Jogin. | | |
| | Page CRDX - | Page Access Token Page Access Token APAPOROXEGIngBAHDapMXgrQ6p02CqRCHRMAZCquLmuFickcEcyczL5s2.Bc Cease s the raye | dDRJw0YTSL0QGSR0# | |
| | Webhook | | Edit events | |
| | should e Selected message | e messages and other events sent by Messenger uners, the app table websolosi infogration. events' message, devices, message vebors, message yeads, n.messaging, account, linking, messaging, theckout updates, g. g.m., checkouts, messaging, jostfacks, g. g.m., checkouts, messaging, jostfacks, | S Complete | |
| | | page to subscribe your webhook to the page events Select a Page 4 d page: OBDX | | |
| facebook for developers | App Revi | w for Messenger | | |



Create Facebook Channel in ODA

1. In ODA ,click channels in the left panel/menu and then click on users.

| Development | ORACLE' Digital Assist. | ant | | ? | C |
|--------------------|--|-------------|---------------------|--|-------|
| 🖌 Home | Channels | | | | |
| Development V | | | | | |
| Skills | Users Agent Integrations | DA as Agent | Applications System | n | |
| Digital Assistants | + Channel | | Route To | OBDX20.1 DRAFT • 1.0 | |
| Channels | Filter | ٩ | Channel Enabled | On Reset Sessio | ons |
| Store | AA_DSST_GA | × | * Name | OBDXFB | |
| Store | AA_DSST_web | × | Description | Optional short description for this channel | |
| Settings V | FCR119 FCR | × | Channel Type | Facebook Messenger | |
| | FCR_119Installer | × | Page Access | - | Reset |
| Downloads | FCUBS_Channel | × | Token | | Reset |
| E Documentation | 🚫 kukuam_cc | × | Verify Token | wshbC3InSDkmnNPLbR6ufXDIcJp4nfQP Regen | erate |
| | 🙆 kukuam_oracle_web | × | Webhook URL | https://oda-ae2cca311e58405abe8c4df4131b850f-da2.data.digitalassist | ant.o |
| | OBDX201 | × | | ci.oraclecloud.com/connectors/v2/listeners/facebook/channels/760276c 3c0-4f60-bdb4-4b757794eba8 | 16-c |

- 2. Next, click Add Channel to open the Create Channel dialog.
- 3. Choose Facebook Messenger as the channel type.

| Create Channel | | × | | | |
|------------------------------|--|-----|--|--|--|
| * Name | OBDXFB |] | | | |
| Description | Optional short description for this channel | | | | |
| 🕜 Channel Type | Facebook Messenger 💌 | | | | |
| * Page Access Token | Copy from the Facebook app and paste it here | | | | |
| | | | | | |
| * App Secret | Copy from the Facebook app to here | | | | |
| Session Expiration (minutes) | 60 V ^ Default | | | | |
| | Cre | ate | | | |

- 4. In the Page Access Token field, paste the page access token that you generated previously in the Set Up Facebook Messenger procedure.
- 5. In the App Secret field, paste the app secret that you copied previously in the Set Up Facebook Messenger procedure and click Create.
- 6. In the Channels page, copy both the Verify Token and WebHook URL and paste them somewhere convenient on your system. You'll need these to configure the Facebook webhook.



| Route To | OBDX20.1 DRAFT - 1.0 | |
|------------------------------|---|---------------------|
| Ochannel Enabled | On | Reset Sessions |
| * Name | OBDXFB . | |
| Description | Optional short description for this channel | |
| Channel Type | Facebook Messenger | |
| Page Access Token | | Reset |
| App Secret | | Reset |
| Verify Token | wshbC3InSDkmnNPLbR6ufXDIcJp4nfQP | Regenerate |
| Webhook URL | https://oda-ae2cca311e58405abe8c4df4131b850f-da2.data.digitalassistant.oci.oraclecloud.co steners/facebook/channels/760276d6-c3c0-4f60-bdb4-4b757794eba8 | om/connectors/v2/li |
| Session Expiration (minutes) | 60 v ^ Default | |

7. Select the digital assistant or skill that you want to associate with the channel. Switch on the Channel Enabled control to enable it.

Configure the Facebook Messenger Webhook

- 8. In Facebook Messenger, be sure that you've selected the project that you initially created for the webhook.
- 9. Click Messenger and then choose Settings .
- 10. Click Subscribe to Events to open the New Page Subscription dialog.
- 11. Copy the Webhook URL that you got from the Digital Assistant Channels page and paste it in the CallBack URL field in the New Page Subscription dialog.
- 12. Copy the Verify Token generated by Digital Assistant and paste it into the Verify Token field.

| B OBDXBot * | APP ID: 1081218921982568 | ytics | | | | 🐞 Tools & Support Do |
|------------------------------------|--------------------------|--------------------|--|----------------------------|-----------------------------|----------------------|
| | | | | | | |
| | | V | Vebhooks Learn More | | | |
| | | | | | | |
| | | | Page 👻 | | | |
| | | | | | | |
| | | Edit Page Subscrip | tion | | × c. | |
| | | Callback URL | | | | |
| Messenger | | httpS://635b4764.n | grok.io/connectors/v1/tenants/5c82a414-e2 | d0-45fd-b6a2-8ca3b9c09160/ | listeners/facebook/channels | |
| Webhooks + Add Product | | Verify Token | | | | |
| | | Token that Facebo | ok will echo back to you as part of callback | URL verification. | | |
| | | | | Cancel Remove St | ubscription Verify and Save | |
| | | | | | | |
| | | | bio | v2.8 * Test | v2.8 * Subscribe | |
| | | | birthday | v2.8 * Test | v2.8 × Subscribe | |
| | | | category | v2.8 * Test | v2.8 × Subscribe | |
| | | | | | | |
| | | | checkins | v2.8 * Test | v2.8 * Subscribe | |
| | | | company_overview | v2.8 * Test | v2.8 * Subscribe | |
| | | | conversations | v2.8 * Test | v2.8 × Subscribe | |
| | | | culinary_team | v2.8 + Test | v2.8 • Subscribe | |
| | | | current_location | v2.8 + Test | v2.8 • Subscribe | |
| for obsolv for classic com/apps/10 | 1318031083558Aushioniu/# | | description | v2.8 * Test | V2.8 * Subscribe | |

13. Under Subscription Fields, select the messages and messaging_postbacks callback events. The messages event is triggered whenever someone sends a message to your Facebook page.



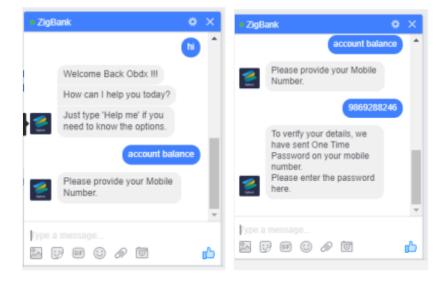
- 14. Click Verify and Save.
- 15. In the Webhooks section of the Messenger settings, select the Facebook page for your digital assistant (or standalone skill).Click Subscribe.

Validating configurations

Login to Facebook > Navigate to the page and click > Send message

| G Secure https://www.facebo | ok.com/Zig8ank-1659157381057035/?ref=aymt_hom | | | | ☆ ☶ 🖸 🖬 🔹 😂 🗉 |
|-------------------------------|---|---|---|--|------------------------------|
| | ZigBank | Q | 😬 Obdx Home Find Friends 🔬 🙆 🚭 | 0 - | |
| | Page Inbox 📴 N | lotifications Insights Publishing Tools | Settings | Help • | |
| | | 📫 Liked 👻 🔊 Following 👻 📣 Share \cdots | + Add a Button | | |
| | | Create an event Create an offer Write a note | audience are more successful. | | |
| | | | See All Page Tips 1 | | |
| | | Visual posts improve engagemen | | | |
| | ZigBank 👩 | Build closer relationships with your customers by creati using your Page's images. | ng a post Very responsive to messages 100% response rate, 1-mins respo | nse time | |
| | | | 13 likes 0 this week Vikash Singh and Poola Thakeor | | |
| | ZigBank Create Page @Username | | Vkash Singh and Pooja Thakoor | | |
| | | | ALL 13 follows | | |
| | Home | | See Pages Feed | | |
| | Posts | Z | Pests from Pages you've liked as | your Page | |
| | Photos | Create Post | Community | See All | |
| | Shop | Citable Post | JL Invite your friends to like this Page | | |
| | Videos | | str 13 people like this | | |
| | Events | This Week | 13 people follow this | | |
| | About | 0 1 of 24 11 se | Pooja Thakoor and 1 other like this Conds | | |
| | Community | | onse Time About 200 | ank 0 X | í l |
| | Promote | | Typically replies instantly | NIN CA. | |
| | Manage Promotions | Boost Your Page for \$3 Reach even more people in India | Send Message | and the second s | |
| | | | Add Website | 7ieBan | |
| | | Promote Page | App Page | Zqhen | |
| | | See All | English (US) - मराठी - हिन्दी - الربو | ZigBank is active now. Start a conversation. | |
| | | | | C Welcome to OBDX0 | |
| | | Posts | Privacy - Terms - Advertising - Ad Cookies - More - | | |
| | | ZigBank updated their cover photo. | Facebook @ 2017 | | |
| | | June 22 at 10:58am - @ | | | |
| | | | | Get Started | Chat (1) |

- 1. Click Get Started in the chat window > You should receive welcome message from ODA
- 2. Enquire about account balance > OTP should be received on the registered email address of the party in core banking



6. Configuring Channels in ODA

In addition to Facebook Messenger Channel, OBDX bot can be configured with Oracle Web, Oracle Android and Oracle IOS channel types to integrate with OBDX web/internet banking, OBDX Android, OBDX IOS applications respectively.

Oracle Web Channel

In order to configure this channel:

1. Choose Development ->Channels-> Users from the menu. Click Add Channel.

| Developm | nent | | ACLE [®] Digital Assista | ant | | | ? 0 |
|------------|--------------------|--------|-----------------------------------|-------------|-----------------------|---|----------------|
| 🎢 Hor | me | Channe | els | | | | |
| Dev | velopment 🗸 🗸 | | | | | | |
| SI | kills | Users | Agent Integrations | DA as Agent | Applications System | 1 | |
| D | ligital Assistants | + Cha | nnel | | Route To | OBDX20.1 DRAFT + 1.0 | |
| c | hannels | Filter | | Q | Channel Enabled | On | Reset Sessions |
| si | tore | 🙆 ов | DXWeb | × | * Name Description | OBDXWeb Optional short description for this channel | |
| 🍚 Ana | alytics | 🗱 sla | sk | × | Description | Optional short description for this channel | |
| 🔅 Set | tings 🗸 🗸 🗸 | Page 2 | of 2 K < > | к | Channel Type | Oracle Web | |
| 🛃 Dov | wnloads | | | | Allowed Domains | * | |
| Doo | cumentation | | | | Secret Key | p85Odqq12k6Mhbnu4J9Bws20VqS2aLCS | Reset |

2. Create Oracle Web as the channel type.

| Create Channel | | | | | \times |
|-----------------------------------|---|--------|---|---------|----------|
| * Name | OBDXWeb1 | | | | |
| Description | Optional short description for this channel | | | | |
| Channel Type | Oracle Web | | | | |
| | Comma-delimited list of allowed domains | | | | |
| Client Authentication Enabled | | | | | |
| * Max. Token Expiration (Minutes) | 60 | \sim | ^ | | |
| Session Expiration (minutes) | 60 | ~ | ^ | Default | |
| | | | | | |
| | | | | Cre | ate |



- 3. Route the channel to your skill or digital assistant.
- 4. Switch Channel Enabled to On.

| | s DA as Agent | Applications System | | |
|----------------|---------------|---------------------|---|----------------|
| + Channel | | Route To | OBDX20.1 DRAFT - 1.0 | |
| ilter | ٩ | Channel Enabled | On | Reset Sessions |
| OBDXWeb | × | * Name | OBDXWeb | |
| 🗱 slack | × | Description | Optional short description for this channel | |
| age 2 of 2 K < | к | Channel Type | Oracle Web | |
| | | Allowed Domains | × | |
| | | Secret Key | p85Odqq12k6Mhbnu4J9Bws20VqS2aLCS | Reset |
| | | Channel Id | 05ecb180-af18-4d8b-b8dd-515786213d1e | |

Chatbot widget appears only on prelogin page in OBDX UI

Add above Chatbot URL and channelld in /ui/framework/js/configurations/config.js in oda tag

To remove this chatbot widget

- Remove URL & channelld in above file
- Remove the "chat-bot" tag in prelogin dashboard → DIGX_DB_DASHBOARD → DASHBOARDDESIGN blob for anonymous dashboard

Oracle Android Channel

In order to configure this channel:

- 1. Choose Development->Channels->Users from the menu. Click Add Channel.
- 2. Then add Oracle Android as the channel type.

| Create Channel | | × |
|-----------------------------------|--|--------|
| * Name Description | OBDXAndroid Optional short description for this chann | el |
| O Channel Type | Oracle Android | Ŧ |
| Client Authentication Enabled | | |
| * Max. Token Expiration (Minutes) | 60 × ^ | |
| Session Expiration (minutes) | 60 💙 ^ Defau | lt |
| | | |
| | | Create |



- 3. Route the channel to your skill or digital assistant.
- 4. Switch Channel Enabled to On.

Oracle iOS Channel

In order to configure this channel:

- 1. Choose Development->Channels->Users from the menu. Click Add Channel.
- 2. Add Oracle iOS as the channel type.

| Create Channel | | × |
|---|---|----|
| * Name Description | OBDXIOS Optional short description for this channel |] |
| Channel Type Client Authentication Enabled | Oracle iOS 🔹 | |
| * Max. Token Expiration (Minutes) Session Expiration (minutes) | 60 ~ ^ 60 ~ ^ Default _ | |
| | Crea | te |

- 3. Route the channel to your skill or digital assistant.
- 4. Switch Channel Enabled to On.



7. Alexa Skill (Zig Bank) Configuration

Creating an Alexa skill called *ZigBank* along with a Webhook channel lets you chat with a specific bot.

Add the skill information

Set up a developer account in the Amazon Developer Portal.

- 1. Open the Amazon Developer Console.
- 2. Click on 'Create Skill'

| \leftrightarrow \Rightarrow C | Secure https://d | eveloper.amazon.com/a | ☆ 🖾 🕲 | E K | RP 🚺 🤇 | s k 🛾 D O | |
|-----------------------------------|---|---|--------------------------------------|--------------------------------|-------------|------------------|---|
| 🔿 alexa | developer cons | ole | | | | Q P : | |
| | | | | | | Feedback forum | m |
| *** Mal | ke Money with Your A | lexa Skills *** | | | | | |
| you can goods o | sell premium digital co or services through your | al availability of in-skill pu ntent that enriches your sl skill. You can also continu through Alexa Developer I | kill experience. V e to make mone | With Amazon ey for eligible | Pay, you ca | an sell physical | |
| Welco | me to the new Ale | xa Skills Kit Develop | er Console | | | | |
| Curious | about what's new? Wat | ch the video overview or r | ead about what | 's changed. | | | |
| Skills | Earnings | Payments | | | | | |
| Alex | a Skills | | | | | Create Skill | |

3. Enter ZigBot (or any name that you want to use to invoke this skill) as the Invocation Name.



7.1 Define the Interaction Model

{

1. Next, add the CommandBot intent, which sends a voice text to the configured bot. **Copy and Paste** following intent schema into the Developer Console's JSON Editor and then click on 'Save Model'

```
"interactionModel": {
  "languageModel": {
    "invocationName": "zigbank",
    "intents": [
      {
        "name": "CommandBot",
        "slots": [
          {
             "name": "command",
             "type": "CUSTOM_SLOT"
          },
          {
             "name": "amount",
             "type": "AMAZON.NUMBER"
          },
          {
             "name": "payee",
             "type": "AMAZON.Person"
          },
          {
             "name": "CURRENCY",
             "type": "CURRENCY_LIST"
          }
        ],
```



```
"samples": [
      "{amount} {CURRENCY}",
      "{command}",
      "account ending with {command}",
      "anything {command}",
      "do something {command}"
    ]
  },
  {
    "name": "AMAZON.StopIntent",
    "samples": [
      "ok bye"
    1
  },
  {
    "name": "AMAZON.NavigateHomeIntent",
    "samples": []
  }
],
"types": [
  {
    "name": "CUSTOM_SLOT",
    "values": [
      {
         "name": {
           "value": "0012",
           "synonyms": [
             "zero zero one two"
```

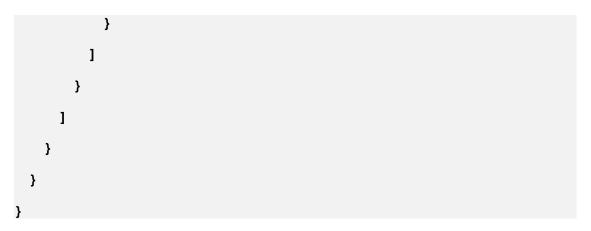


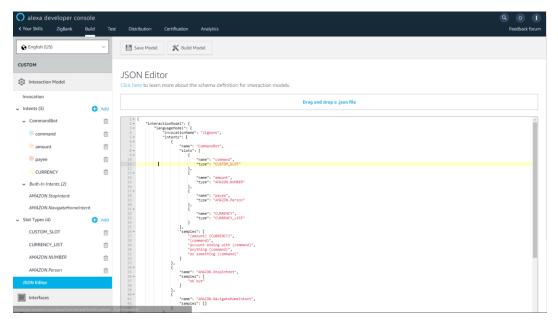
```
1
  }
},
{
  "name": {
    "value": "0045",
    "synonyms": [
       "zero zero four five"
    ]
  }
},
{
  "name": {
    "value": "VODAFONE 4G",
    "synonyms": [
       "vodafone"
    ]
  }
},
{
  "name": {
    "value": "AIRTEL",
    "synonyms": [
       "AIRTEL BROADBAND",
       "bharti airtel"
    ]
  }
},
```



```
{
      "name": {
        "value": "RELIANCE",
        "synonyms": [
           "REL"
        ]
      }
    }
  ]
},
{
  "name": "CURRENCY_LIST",
  "values": [
    {
      "name": {
        "value": "GBP",
        "synonyms": [
           "gbp"
        ]
      }
    },
    {
      "name": {
         "value": "EURO",
        "synonyms": [
           "euro"
        ]
```







2. Click on 'Build Model'



| 🚱 English (US) | ~ | Save Model | | | | |
|---|-------|--|--|--|--|--|
| CUSTOM | | | | | | |
| interaction Model | | Invocation Users say a skills invocation name to begin an interaction with a particular custom skill. | | | | |
| Invocation | | For example, if the invocation name is "daily horoscopes", users can say: | | | | |
| Intents (3) | Add | User: Alexa, ask daily horoscopes for the horoscope for Gemini | | | | |
| command | 6 | | | | | |
| amount | Ō | Skill Invocation Name 🛞 | | | | |
| payee | Ē | kigbank . | | | | |
| | | | | | | |
| Built-In Intents (2) AMAZON StopIntent | | -;; Invocation name requirements | | | | |
| AMAZON.NavigateHomeIntent | | Your invocation name should be two or more words, and can contain only lower-case alphabetic characters, spaces between words, possessive apostrophes (for example, "sam's science trivia"), or periods used in abbreviations (for example, "s. b. c."). Other characters like numbers must be spelied out. For example, "twenty one". | | | | |
| Slot Types (4) | 🗘 Add | Invocation names cannot contain any of the Alexa skill launch phrases such as "launch", "tell", "load", "begin", and "enable". Wake words including "Alexa", "Amazon", "Echo", "Computer", or the | | | | |
| CUSTOM_SLOT | ē | words 'skill' or 'sogi' are not allowed. Learn more about invocation names for outcom skills. Obarges to your skill's invocation name will not take effect until you have bailt your skill's interaction model. In order to successfully build, your skill's interaction model must contain an intent wit at least one sample uteraction. Learn more about controls for outcom skills. | | | | |
| CURRENCY_LIST | Ē | | | | | |
| AMAZON.NUMBER | Ô | | | | | |
| AMAZON.Person | Ê | | | | | |
| JSON Editor | | | | | | |
| Interfaces | | | | | | |

3. Also note down the alexa skill id, we will need it in next step.

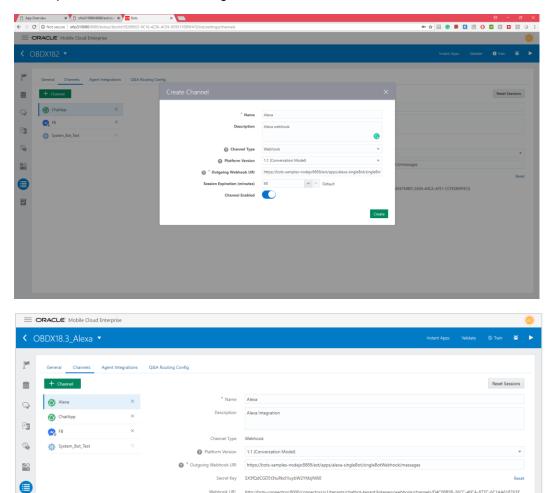
Skill ID

amzn1.ask.skill.21b18d23-da3f-417d-94ea-127b879b41fb



Create a Webhook channel 7.2

1. In the Bot Builder, create a webhook channel for your bot. In the Create Channel dialog, enter the outgoing Webhook URL as https://bots-samples-nodejs:8889/ext/apps/alexasingleBot/singleBotWebhook/messages. This URL is where your bot will send its responses back to the Alexa ZigBot skill.





els/D4C08B5B-26CC-40CA-877C-6C1AA618763E

Webbook URI

ation (minutes) 60

Channel Enabled

✓ ^ Default

7

 Keep the Secret Key and Webhook URL close by because you need to add them to the app.js file. Also, remember to set the amazon skill id (created in previous steps). For example:

```
var metadata = {
    allowConfigUpdate: true,
    waitForMoreResponsesMs: 200,
    amzn_appld: "amzn1.ask.skill.21b18d23-da3f-417d-94ea-127b879b41fb",
    channelSecretKey: 'SX3fQdCGD5t3tuRkd1luybW2YMzjNl60',
    channelUrl: 'http://bots-connectors:8000/connectors/v1/tenants/chatbot-
tenant/listeners/webhook/channels/D4C08B5B-26CC-40CA-877C-6C1AA618763E'
```

};

. .

app.js file is located at BOTS_HOME/samples/nodejs/build/apps/alexa-singleBot/app.js

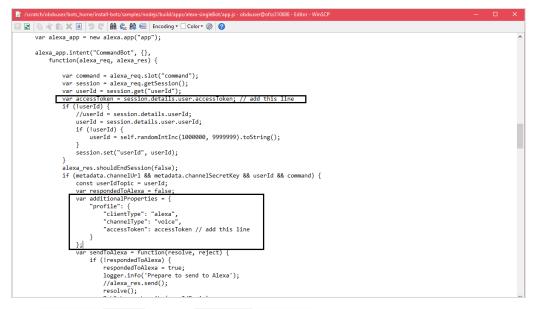


3. You can also edit the welcome message in the app.js.

```
alexa_app.launch(function (alexa_req, alexa_res) {
  var session = alexa_req.getSession();
  session.set("startTime", Date.now());
  alexa_res.say("Welcome to Zig Bank. How may I help you?");
  alexa_res.shouldEndSession(false);
});
```



4. To pass accessToken to the OBDX Chatbot endpoint, add these additional properties in app.js (Optional)



5. Restart the bots-samples-nodejs container.



7.3 Configure the Endpoint

1. Choose HTTPS

- 2. Enter the HTTPS ngrok URL for port 8888 that's appended with ext/apps/alexasingleBot/alexa/app. For example: https://<ngrok URL for port 8888>/ext/apps/alexasingleBot/alexa/app
- 3. Select SSL Certificate. Choose 'My development endpoint is a sub-domain of a domain that has a wildcard certificate from a certificate authority'.

4. Save Endpoint

| English (US) | | Save Endpoints | | * | | |
|------------------------------------|---------|---|-----------------------------------|---|--|--|
| CUSTOM | | | | | | |
| 1 Interaction Model | | Endpoint | | | | |
| Invocation | | The Endpoint will receive POST request | s when a user interacts with your | Alexa Skill. The request body contains parameters that your service can use to perform logic and generate a JSON- | | |
| Intents (3) | 🗘 Add | formatted response. Learn more about | AWS Lambda endpoints here. Vo | u can host your own HTTPS web service endpoint as long as the service meets the requirements described here. | | |
| CommandBot | 由 | | | | | |
| command | 1 | Service Endpoint Type | | | | |
| fnuome 🥯 | | Select how you will host your skill's service endpoint. | | | | |
| payee | 自 | AWS Lambda ARN ③ | | | | |
| CURRENCY | | (Recommended) | | | | |
| ✓ Built-In Intents (2) | | O HTTPS () | | | | |
| AMAZON.StopIntent | | | Default Region ① (Required) | https://dcb87185.ngrok.lo/ext/apps/alexa-singleBot/alexa/app | | |
| AMAZON NavigateHome | Intent | | | | | |
| Slot Types (4) | O Add | | | My development endpoint is a sub-domain of a domain that has a wildcard certificate fro | | |
| CUSTOM_SLOT | 8 | | | | | |
| CURRENCY_LIST | ė | | North America (1) (Optional) | Diter USI- | | |
| AMAZON.NUMBER | 自 | | | | | |
| AMAZON.Person | | | | Select SSL certificate type | | |
| JSON Editor | | | | | | |
| Interfaces | | | Europe and India ① (Optional) | | | |
| 🗢 Endpoint | | | | Select SSL certificate type | | |
| Ŷ∳∲ Intent History | | | Far East 🛞 | form (4) | | |

7.3.1 Testing the singleBot Skill in the Amazon Developer Console

To test the skill, enter the following utterance in the Service Simulator

• ask zigbank

For each utterance, the Service Simulator window displays the response.

| Alexa developer console Vour Skills ZigBank Build Test Distribution | Centification Analytics | Q O I Feedback forum |
|---|--|--|
| Test is enabled for this skill Alexa Simulator Manual JSON Voice & Tone | Skill I/O Veicone to Zig Bank. How may I help you? | 0 |
| English (US) | Skill (0 DON Input | |
| English | Medium Hub V (b.2010 - 2018, Amason.com, Inic, or its uffiliates. All Bights Reserved | Terms Docs Forums Blog Alexa Developer Hom |



7.3.2 Testing ZigBot on an Echo Device

If your Echo device is logged to the same user account that accesses the Developer Console, then the ZigBot skill will enabled in your Amazon Echo. Try out the same utterances, but start each one with "Alexa ask zibo..." If Alexa can't understand you, or your Echo's light ring is turned off, start over by saying, "Alexa ask zibo..." For example:

"Alexa ask zibo to show my balances"

==> "ssml": "<speak>For which account do you want your balance... </speak>"

"Alexa stop" or "stop" to end the interaction

If Alexa continually misunderstands you, take a look at the bots-samples-nodejs log to see which of your commands were picked up by Alexa and sent to the bot and which weren't. (docker logs <container id of bots-samples-nodejs>)

Note: Alexa might have trouble with some interactions, like following a web link or saying a number. Alexa spells out numbers (22 becomes twenty-two), which might be problematic if your bot is expecting a cardinal number. Also, Alexa won't wait for a result when web services are slow. When this happens, Alexa will state that your skill takes too long to respond.

7.3.3 Configure Account Linking

Account linking lets you connect the identity of the user with a user's account in OBDX system.

- 1. Click on Account Linking
- 2. Select Auth Code Grant
- 3. Enter Authorization URL https://<ngrok URL of OHS server port>/ digx-auth/oauth2/authz
- 4. Enter Access Token URL https://<ngrok URL of OHS for port>/ digx-auth/v1/token
- 5. Enter client ID and client secret
- 6. Select Credentials in request body
- 7. Add Scope OBDXVoiceAstServer.SC02 and OBDXVoiceAstServer.SC05(SC02 is default scope in case if no scopes are externally added.)
- 8. Click Save



7.3.4 Translation Services

| Deve | opment | E ORACLE Digital Assistant ? | | | | |
|------|--------|--|--|--|--|--|
| | | Settings • Translation Services | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | New Translation Service × | | | | |
| | | | | | | |
| | | Service Type * Coople • | | | | |
| | | Google Microsoft | | | | |
| | | | | | | |
| | | Authorization Tokan " Enter the tokan obtained from Google. | | | | |
| | | Optional HTTP Headers | | | | |
| | | | | | | |
| | | Create | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |

In case input language to chatbot is other than english, configure translation services as shown above.

