

Oracle Banking Digital Experience

**Chatbot Configuration Guide
Release 18.2.0.0.0**

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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=accandid=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=accandid=info> or visit

<http://www.oracle.com/pls/topic/lookup?ctx=accandid=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:

- Purpose
- Configuration / Installation.

1.5 Related Information Sources

For more information on Oracle Banking Digital Experience Release 18.2.0.0.0, refer to the following documents:

- Oracle Banking Digital Experience Licensing Guide

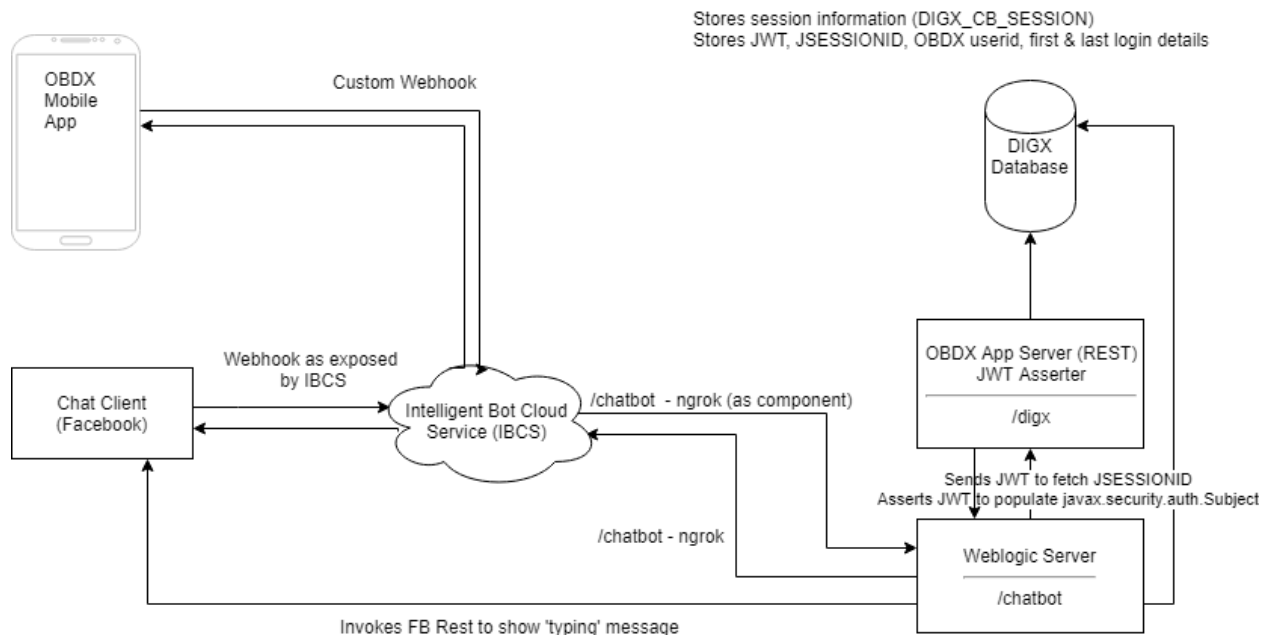
2. Purpose

OBDX 18.2 provides interface for Chatbot module, integrated with IBCS 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 IBCS. The prerequisites include –

- IBCS setup
- Facebook credentials (optional)

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3. Topology

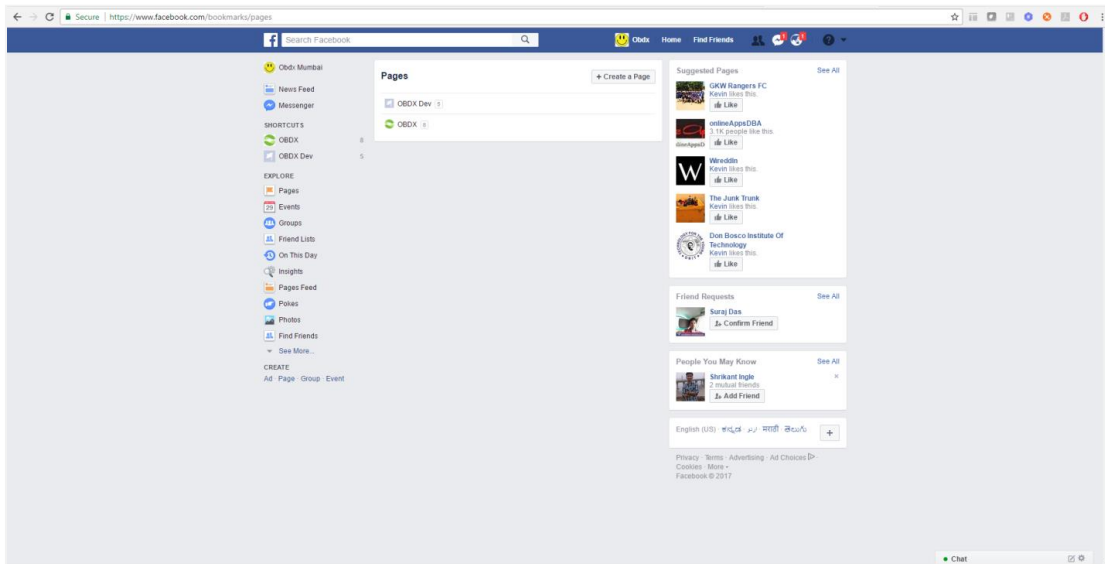


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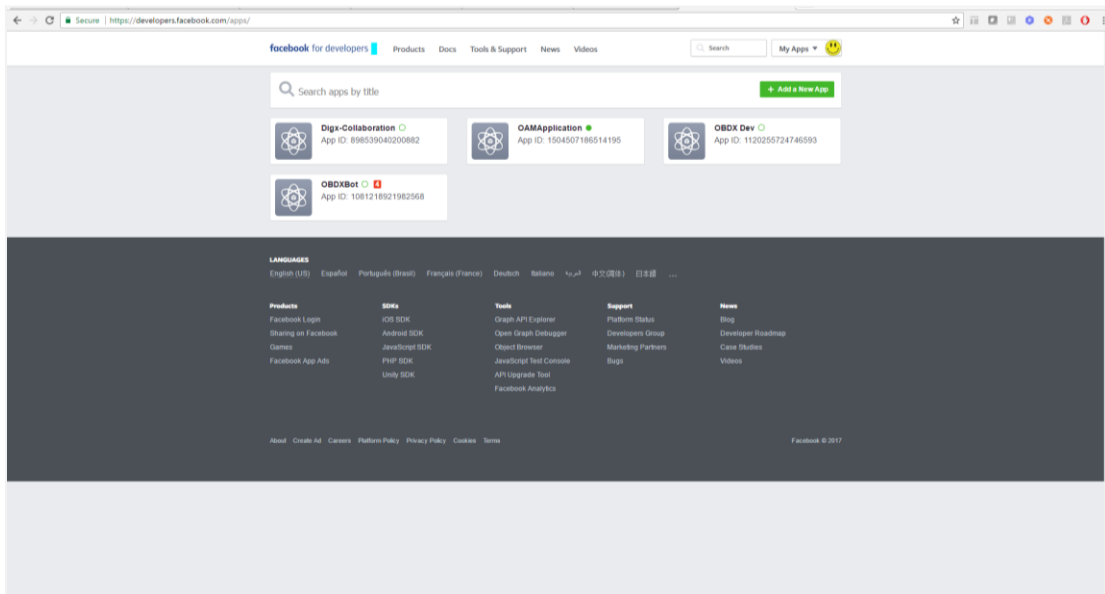
4. Facebook Configurations

Create a Facebook account for the Bank

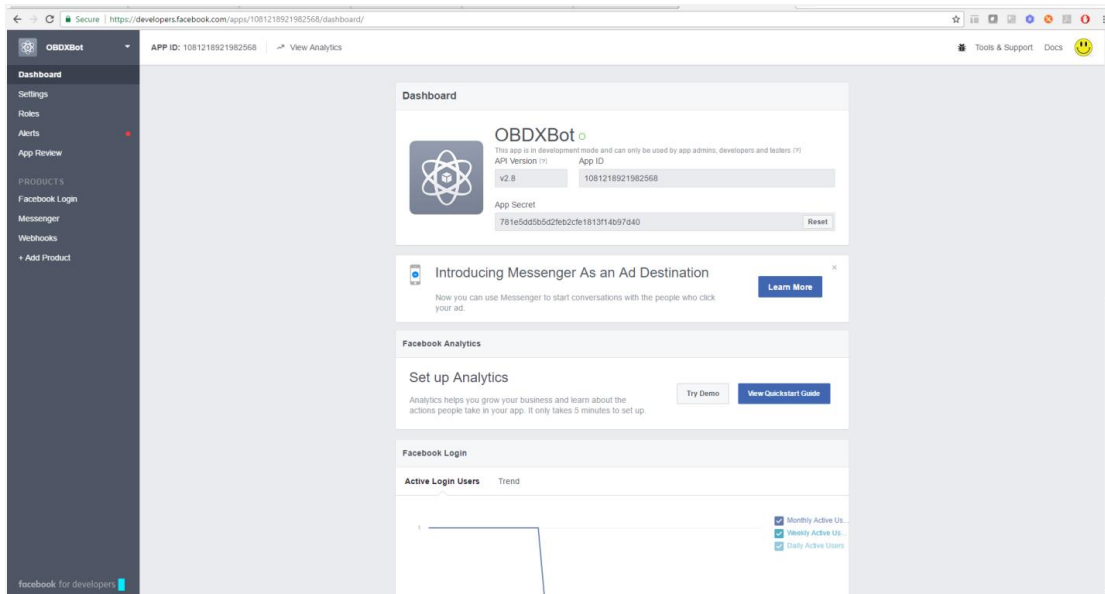
1. Login to Facebook with credentials.
2. Create a new page



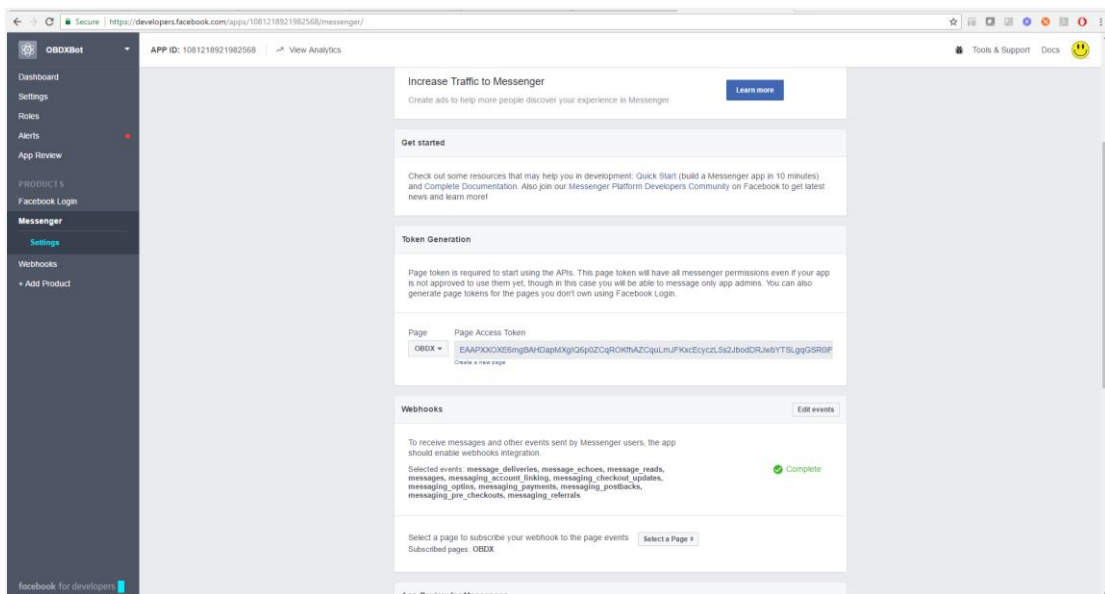
3. Navigate to developer link and create an application as shown below



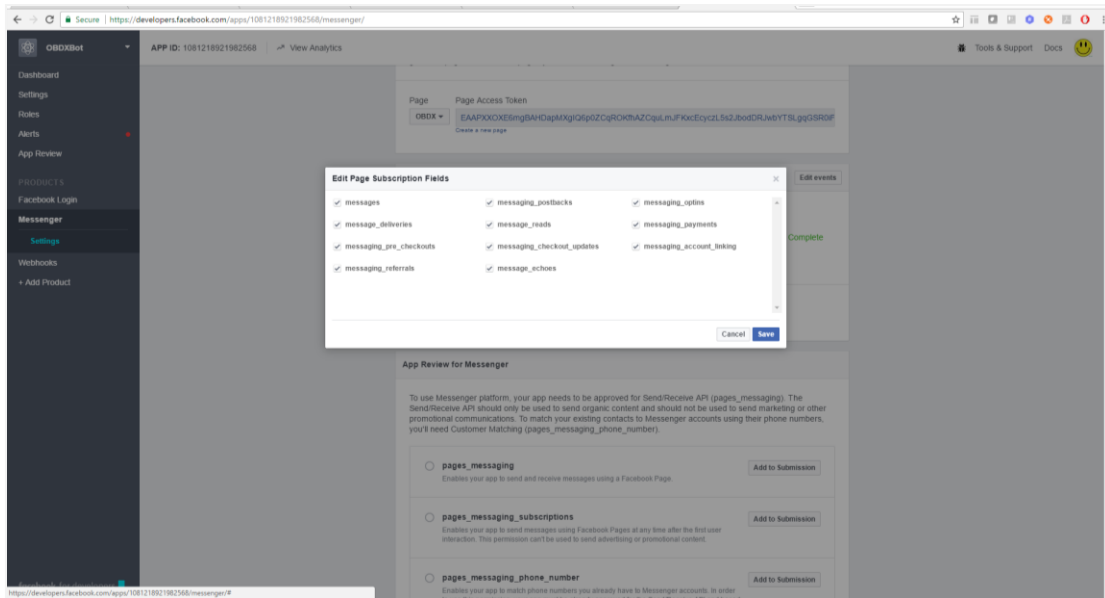
4. Navigate to dashboard page and note the app secret



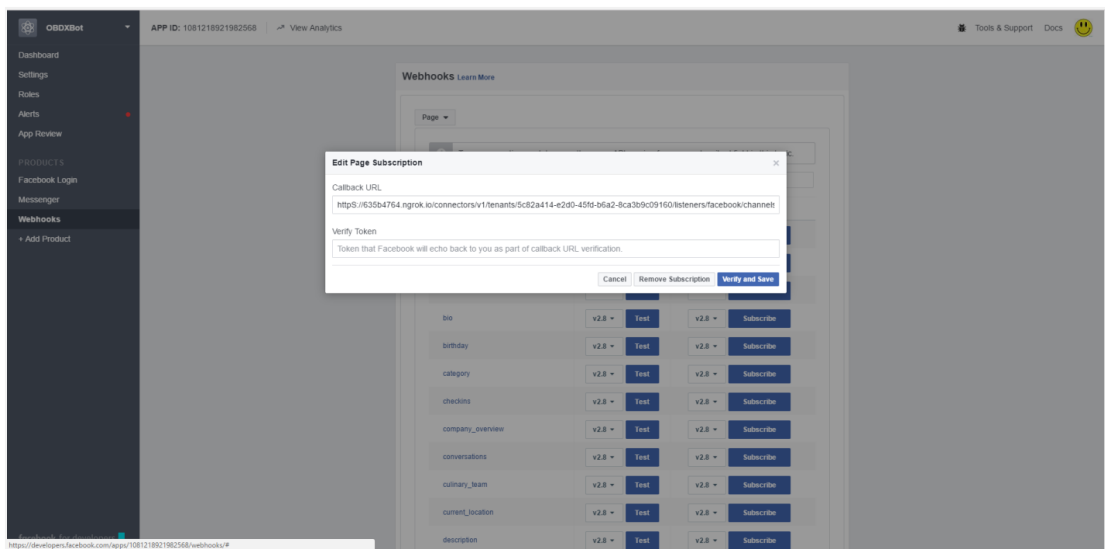
5. Navigate to Messenger > Settings page from left panel and in token generation section select the page created previously. Note the page access token.



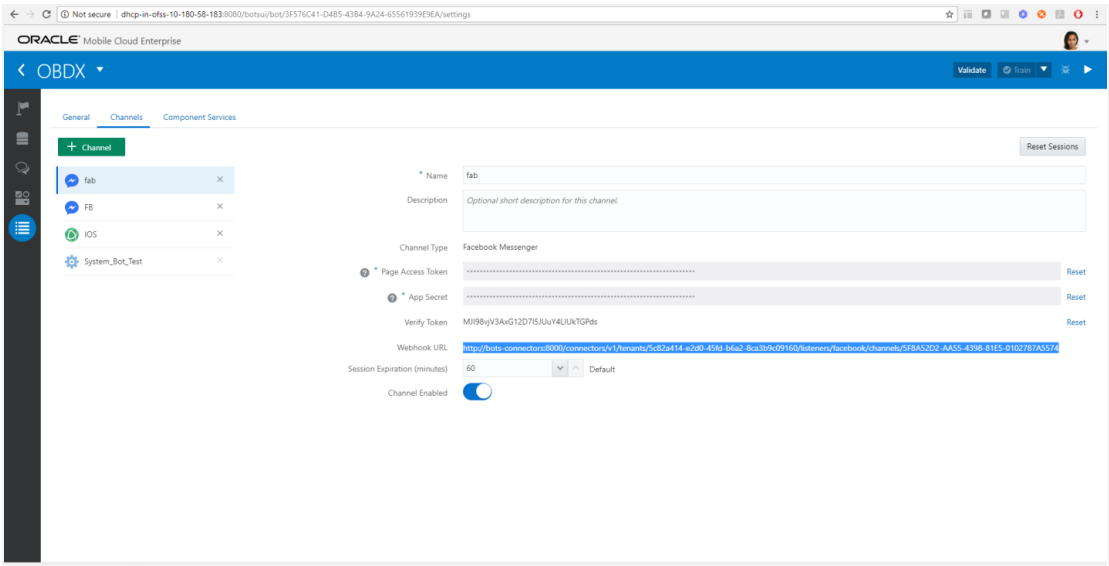
6. In the webhook section select the events



7. Navigate to Webhook > Edit Subscription

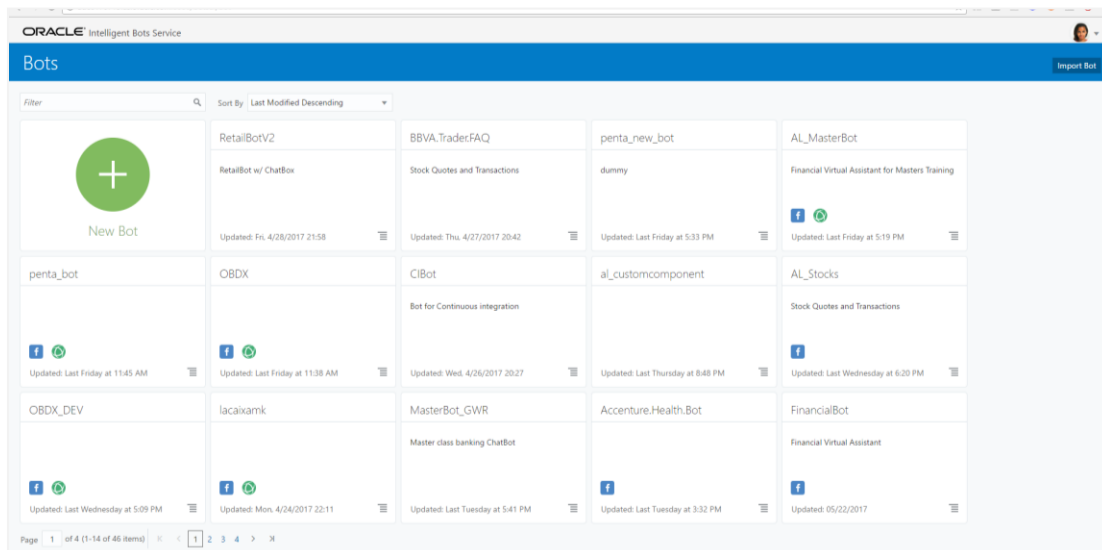


8. Add the IBCS URL here. IBCS URL should be available on the internet for Facebook to get access. This URL is obtained from below screen in IBCS. The verify token is also obtained here.

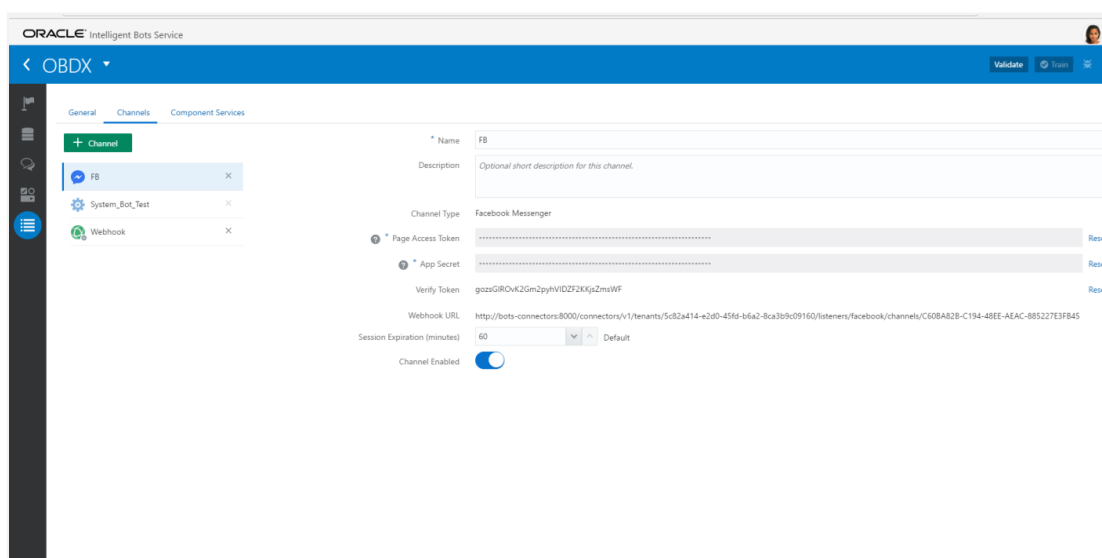


4.2 IBCS Configurations

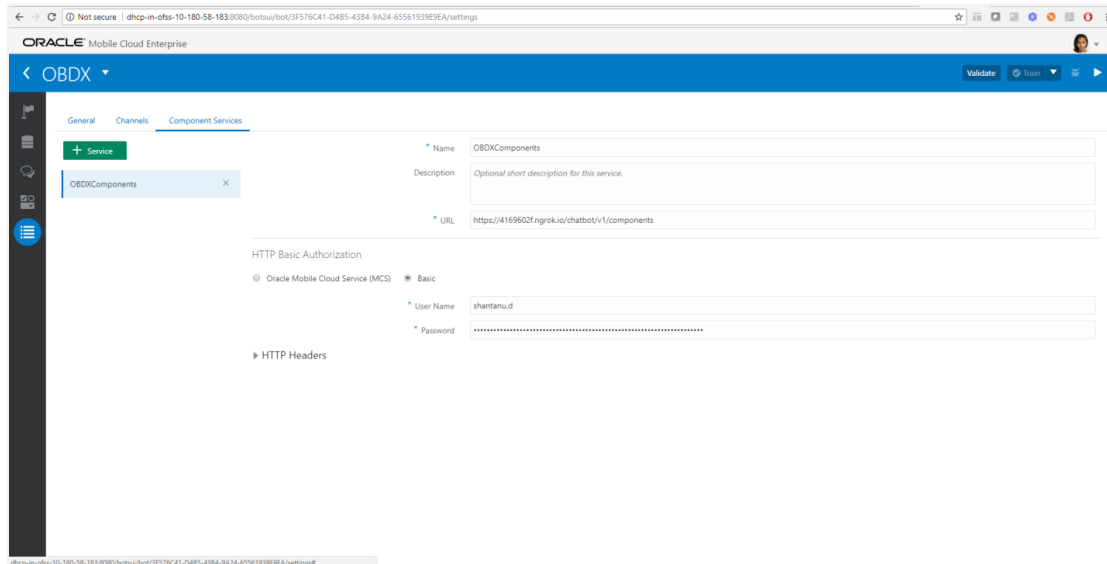
1. Login to IBCS and import the OBDX bot shipped with OBDX installer. This is a zip (OBDX182.zip) file obtained in the installer in OBDX_Installer/installables/chatbot/config directory. Import this by clicking the “Import Bot” on IBCS dashboard.



2. Click on the OBDX Bot



3. Update the Page access token and App Secret created previously in Facebook console.
4. Navigate to Webhook and enter the OBDX URL here. The OBDX setup and the IBCS setup must be accessible over Internet.



5. Add username/password (in HTTP Basic authorization) of any user with Administrators role which can be used to login in OBDX Weblogic server.

4.3 OBDX Server Configurations

Ensure that below applications are running on OBDX server

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

The screenshot shows the JBoss WildFly console with the 'Deployments' tab selected. The table lists various applications and their deployment status. The following table represents the data visible in the screenshot:

Name	State	Health	Type	Targets	Scope	Domain Partitions	Deployment Order
org.jboss.as.arquillian.container	Active	OK	Library	AdminServer, obdx_server	Global	100	
org.jboss.as.arquillian.container	Active	OK	Library	AdminServer, obdx_server	Global	100	
org.jboss.as.arquillian.container	Active	OK	Library	AdminServer, obdx_server	Global	100	
org.jboss.as.arquillian.container	Active	OK	Enterprise Application	obdx_server	Global	0	
org.jboss.as.arquillian.container	Active	OK	Enterprise Application	obdx_server	Global	0	
org.jboss.as.arquillian.container	Active	OK	Resource Adapter	AdminServer, obdx_server	Global	100	
org.jboss.as.arquillian.container	Active	OK	Enterprise Application	obdx_server	Global	100	
org.jboss.as.arquillian.container	Active	OK	Enterprise Application	obdx_server	Global	0	
org.jboss.as.arquillian.container	Active	OK	Enterprise Application	obdx_server	Global	0	
org.jboss.as.arquillian.container	Active	OK	Enterprise Application	obdx_server	Global	0	
org.jboss.as.arquillian.container	Active	OK	Library	AdminServer, obdx_server	Global	0	
org.jboss.as.arquillian.container	Active	OK	Web Application	AdminServer, obdx_server	Global	0	
org.jboss.as.arquillian.container	Active	OK	Enterprise Application	AdminServer	Global	400	
org.jboss.as.arquillian.container	Active	OK	Library	AdminServer	Global	100	
org.jboss.as.arquillian.container	Active	OK	Library	AdminServer	Global	100	
org.jboss.as.arquillian.container	Active	OK	Library	AdminServer	Global	100	
org.jboss.as.arquillian.container	Active	OK	Library	AdminServer	Global	100	
org.jboss.as.arquillian.container	Active	OK	Library	AdminServer	Global	100	
org.jboss.as.arquillian.container	Active	OK	Library	AdminServer	Global	100	
org.jboss.as.arquillian.container	Active	OK	Library	AdminServer	Global	100	
org.jboss.as.arquillian.container	Active	OK	Library	AdminServer	Global	100	
org.jboss.as.arquillian.container	Active	OK	Library	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 (which is generated on Facebook console in step 3e).

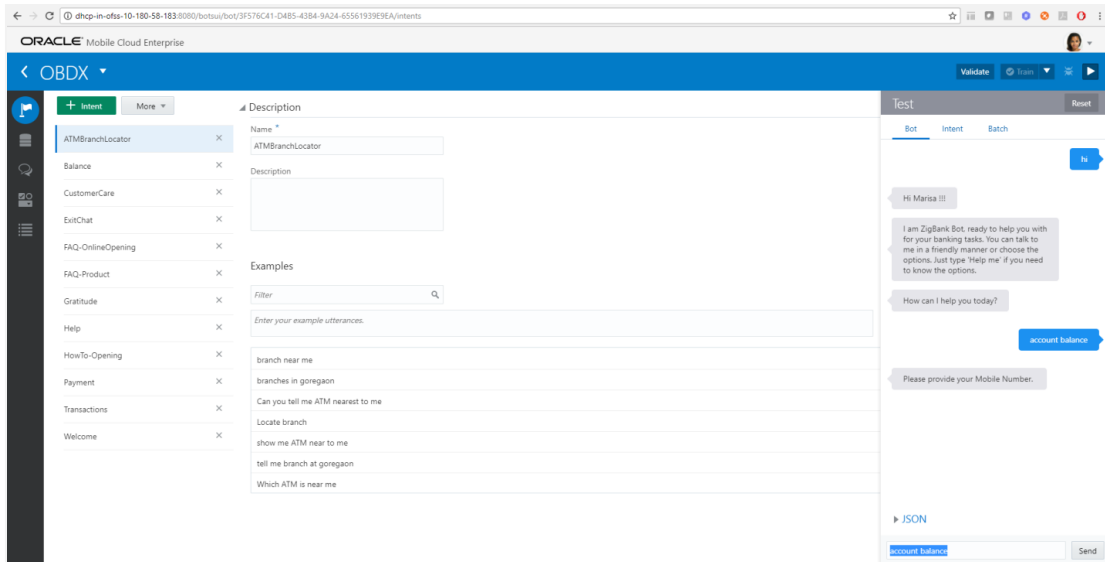
Verification Steps

- ```

{
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 "properties": {
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 "required": true
 }
 },
 "supportedActions": [
 "success",
 "fail"
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 "required": true
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 "required": true
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 "fail"
]
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 "properties": {
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 }
 },
 "supportedActions": []
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 },
 "supportedActions": []
 },
 {
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 }
}

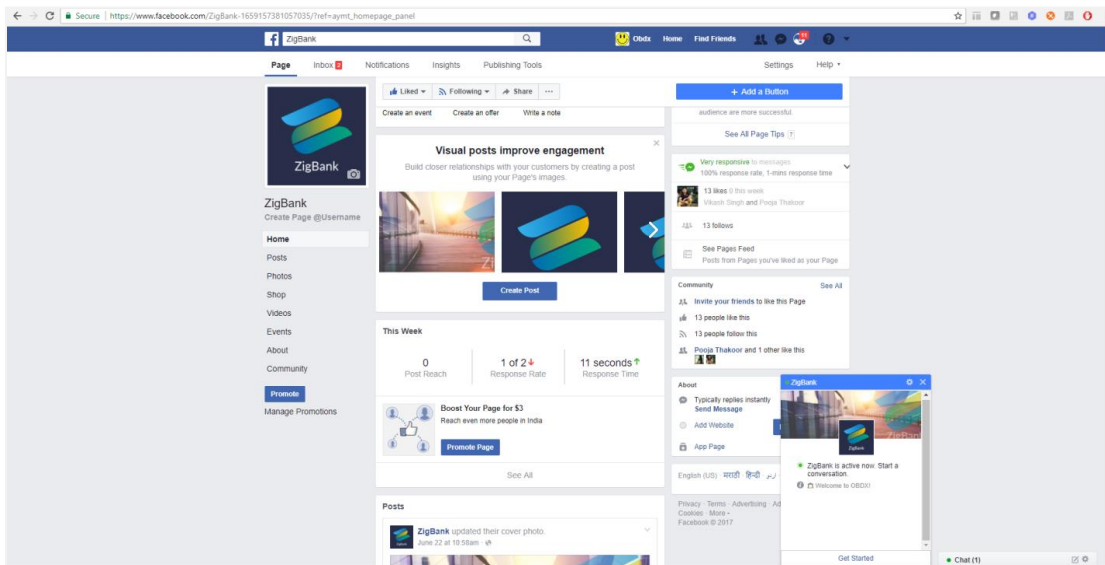
```

- ## Chatbot Configuration Guide

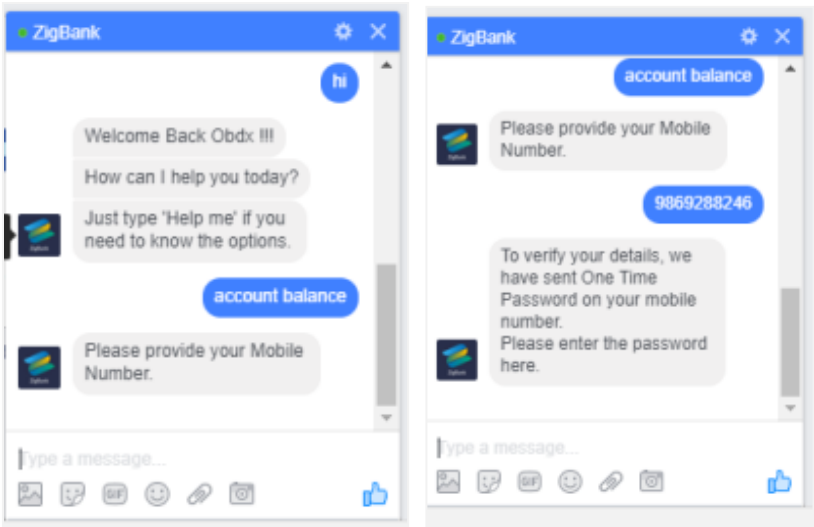


## Enquire about account balance

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



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

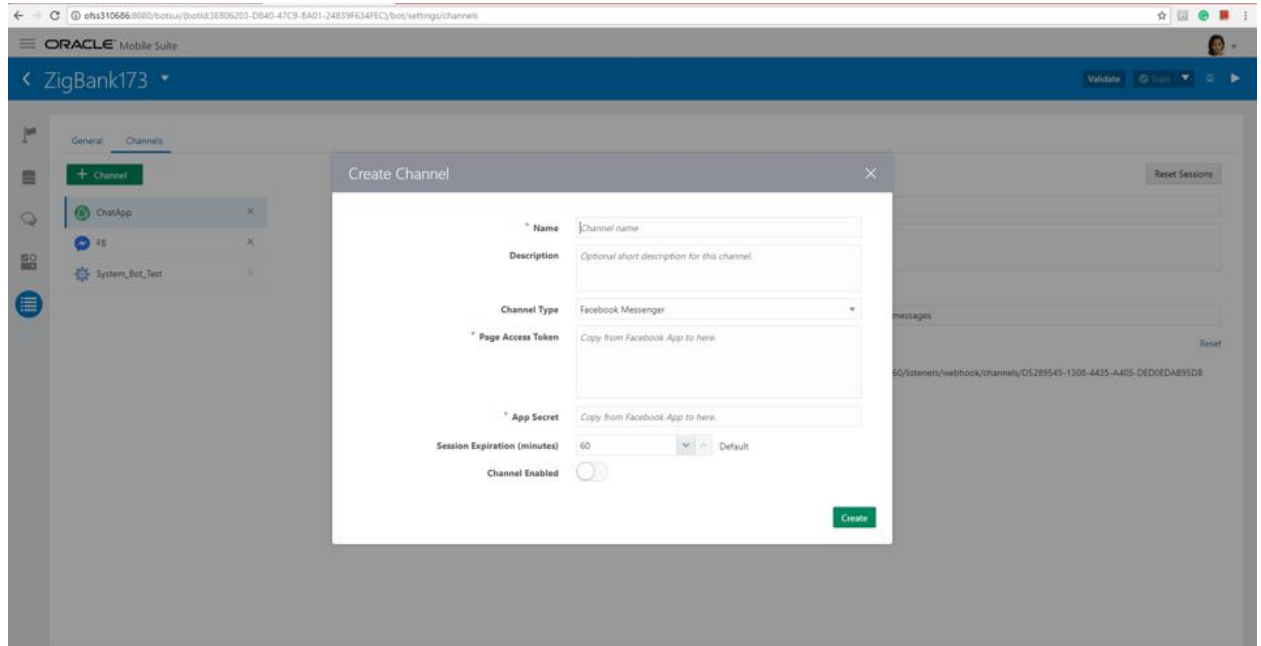


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## 5. Custom Webhook Configuration in IBCS

1. In order to set up a channel apart from facebook, you need to add a custom webhook
2. Navigate to bots UI → bot's add webhook form



3. Fill form with your details in "Outgoing Webhook URI" field put: `https://bots-samples-nodejs:3001/chat/bots/channel_id/messages` and hit create button
4. Replace "channel\_id" in "Outgoing Webhook URI" field with last parameter in url from "Webhook URL" field.

- Open 'Admin UI' (e.g <http://<ibcs host>:3000/chat/admin/>) and create new channel with "Secret Key" and "Webhook URL" from web hook form in bots UI.

ORACLE Bot Cloud Service

Settings Channels

**Channels**

[+ New Channel](#)

- ChatApp
- ChatApp173

**Name**  
ChatApp

**Description**  
ChatApp

**Secret Key**  
jglVhNepz5SnYJ1SdCFzVDPsaPofF0k

**Webhook URL**  
<http://bots-connectors:8000/connectors/v1/tenants/5c82a414-e2d0-409d-b5a2-8ca3b9c09160/listeners/webhook/channels/1B6A7C10-B8B5-4EEC-8095-4341769ABE7D>

[Save](#) [Remove](#)

[Home](#)