Oracle Banking APIs

Chatbot Configuration Guide
Release 18.3.0.0.0

Part No. F12055-01

December 2018

ORACLE®

Chatbot Configuration Guide

December 2018

Oracle Financial Services Software Limited

Oracle Park

Off Western Express Highway

Goregaon (East)

Mumbai, Maharashtra 400 063

India

Worldwide Inquiries:

Phone: +91 22 6718 3000

Fax:+91 22 6718 3001
www.oracle.com/financialservices/

Copyright © 2018, Oracle and/or its affiliates. All rights reserved.

Oracle and Java are registered trademarks of Oracle and/or its affiliates. Other names may be trademarks of their respective owners.

U.S. GOVERNMENT END USERS: Oracle programs, including any operating system, integrated software, any programs installed on the hardware, and/or documentation, delivered to U.S. Government end users are “commercial computer software” pursuant to the applicable Federal Acquisition Regulation and agency-specific supplemental regulations. As such, use, duplication, disclosure, modification, and adaptation of the programs, including any operating system, integrated software, any programs installed on the hardware, and/or documentation, shall be subject to license terms and license restrictions applicable to the programs. No other rights are granted to the U.S. Government.

This software or hardware is developed for general use in a variety of information management applications. It is not developed or intended for use in any inherently dangerous applications, including applications that may create a risk of personal injury. If you use this software or hardware in dangerous applications, then you shall be responsible to take all appropriate failsafe, backup, redundancy, and other measures to ensure its safe use. Oracle Corporation and its affiliates disclaim any liability for any damages caused by use of this software or hardware in dangerous applications.

This software and related documentation are provided under a license agreement containing restrictions on use and disclosure and are protected by intellectual property laws. Except as expressly permitted in your license agreement or allowed by law, you may not use, copy, reproduce, translate, broadcast, modify, license, transmit, distribute, exhibit, perform, publish or display any part, in any form, or by any means. Reverse engineering, disassembly, or decompilation of this software, unless required by law for interoperability, is prohibited.

The information contained herein is subject to change without notice and is not warranted to be error-free. If you find any errors, please report them to us in writing.

This software or hardware and documentation may provide access to or information on content, products and services from third parties. Oracle Corporation and its affiliates are not responsible for and expressly disclaim all warranties of any kind with respect to third-party content, products, and services. Oracle Corporation and its affiliates will not be responsible for any loss, costs, or damages incurred due to your access to or use of third-party content, products, or services.

Table of Contents

1. Preface 4

1.1 Intended Audience 4

1.2 Documentation Accessibility 4

1.3 Access to Oracle Support 4

1.4 Structure 4

1.5 Related Information Sources 4

2. Purpose 5

3. Topology 6

4. Facebook Configurations 7

4.1 IBCS Configurations 11

4.2 OBAPIs Server Configurations 13

5. Custom Webhook Configuration in IBCS 17

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 APIs Release 18.3.0.0.0, refer to the following documents:

- Oracle Banking APIs Licensing Guide

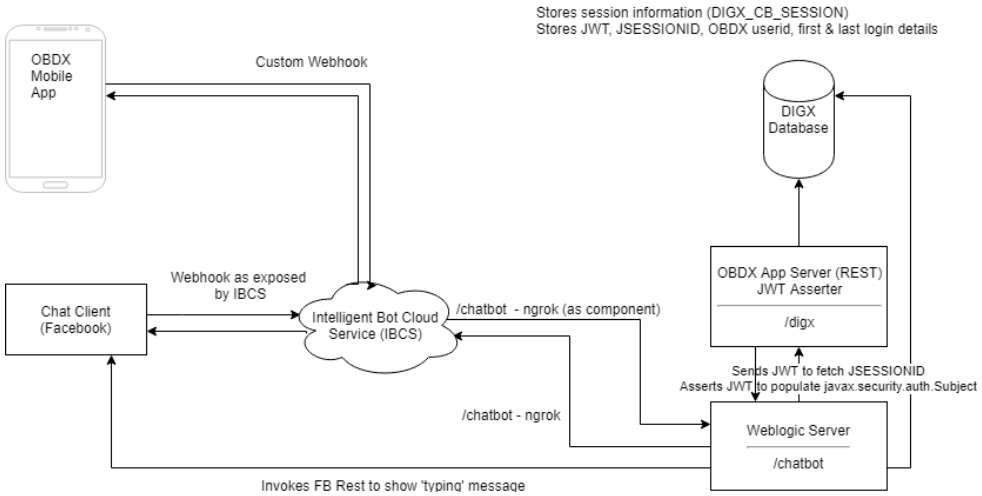
2. Purpose

OBAPIs 18.3 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 OBAPIs chatbot module with IBCS. The prerequisites include –

- IBCS setup
- Facebook credentials (optional)

Home

3. Topology

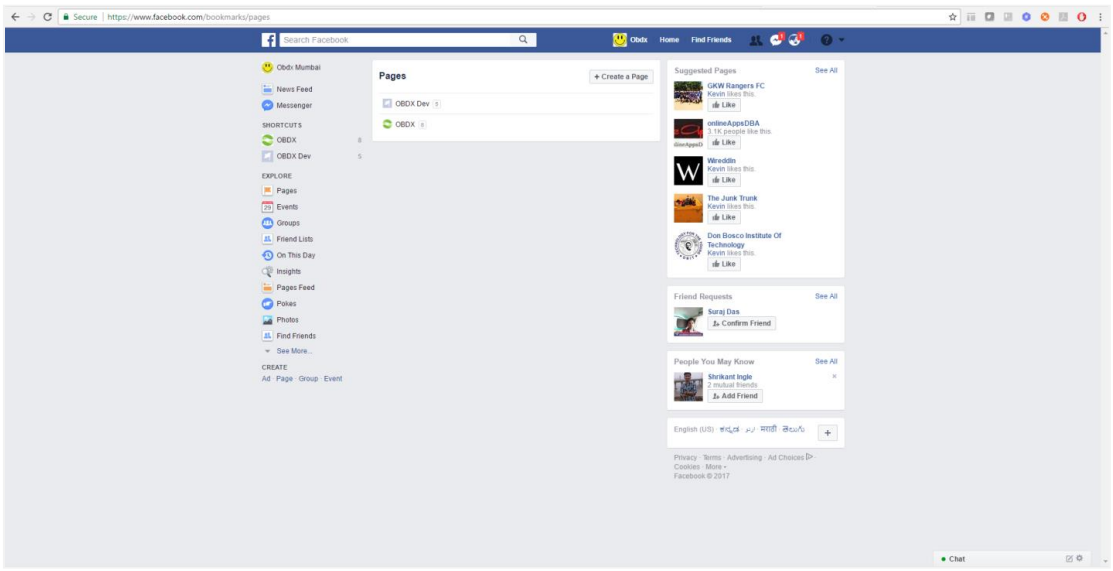


Home

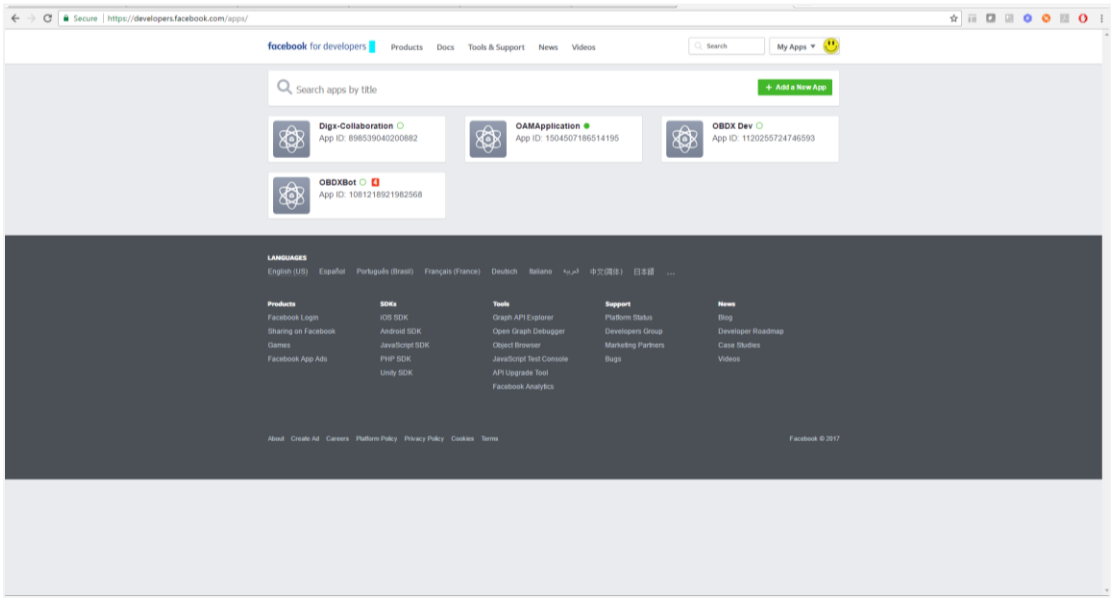
4. Facebook Configurations

Create a Facebook account for the Bank

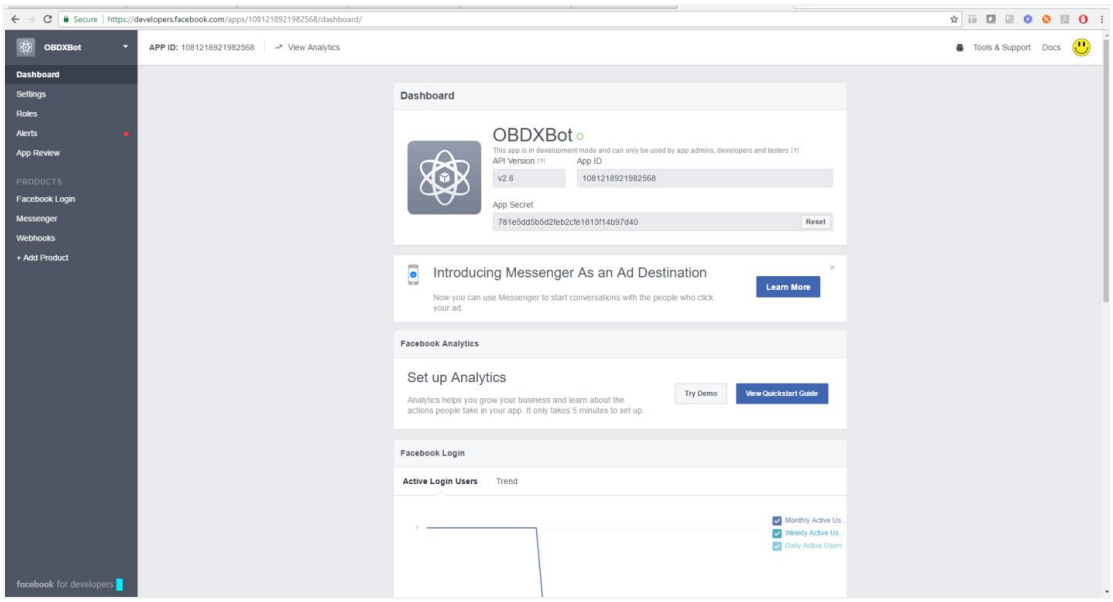
1. Login to Facebook with credentials.
2. Create a new page



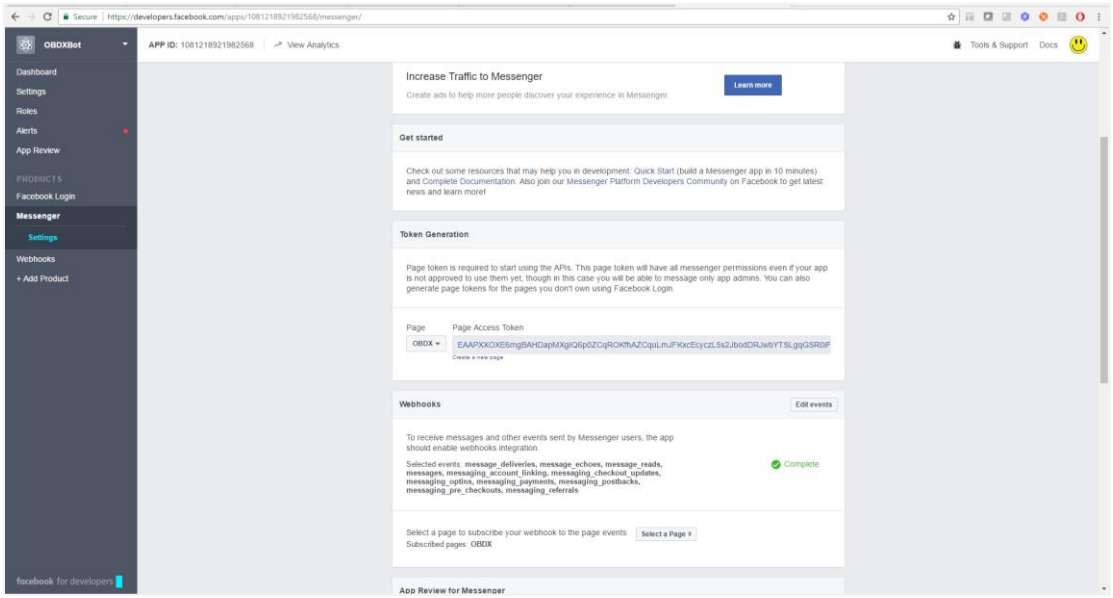
3. Navigate to developer link and create an application as shown below



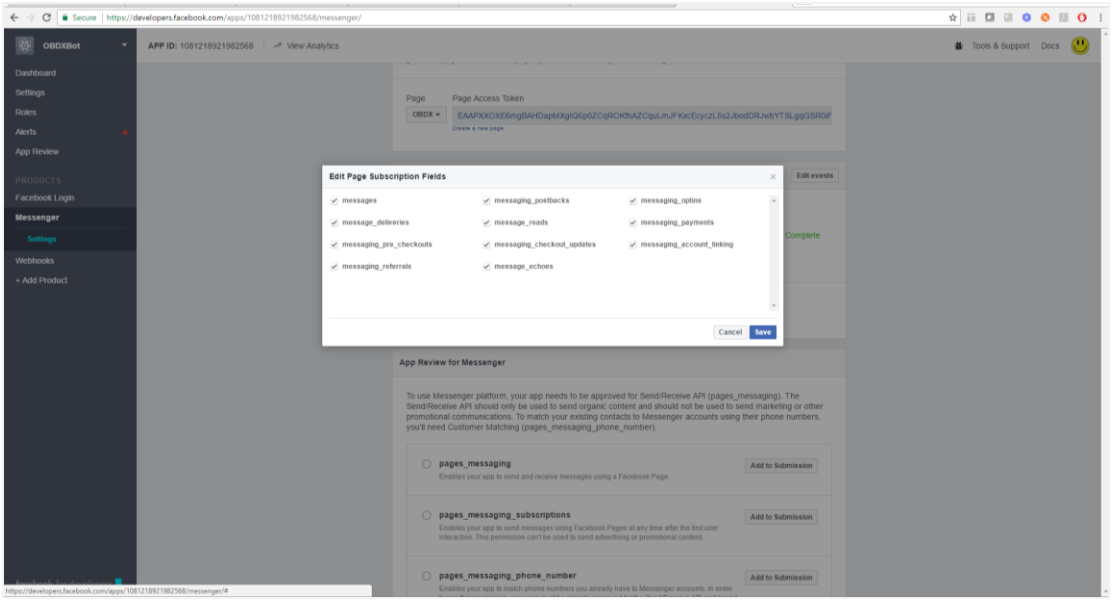
4. Navigate to dashboard page and note the app secret



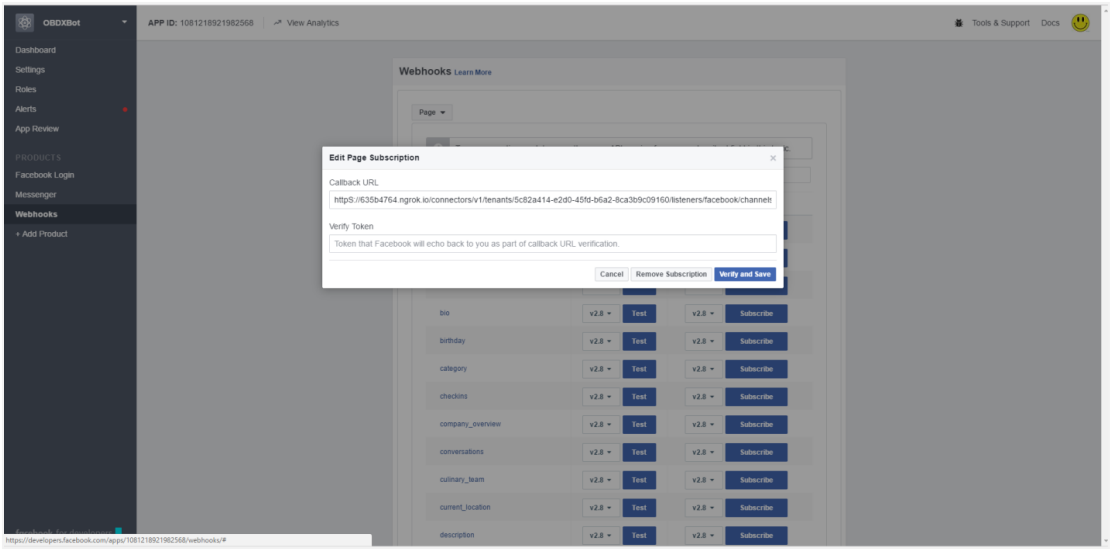
5. Navigate to Messenger > Settings page from left panel and in token generation section select the page created previously. Note the page access token.



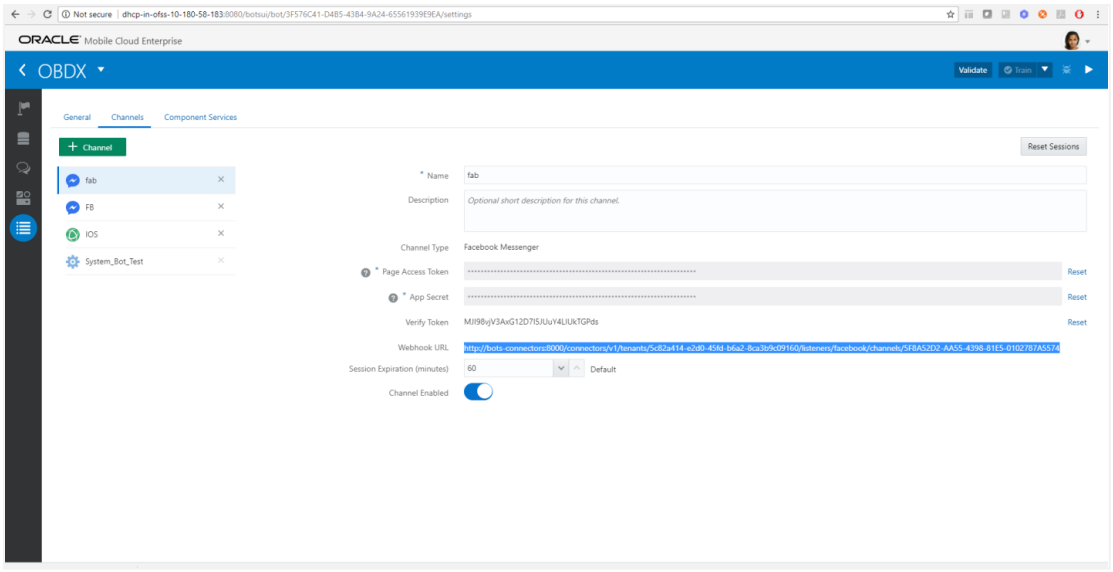
6. In the webhook section select the events



7. Navigate to Webhook > Edit Subscription

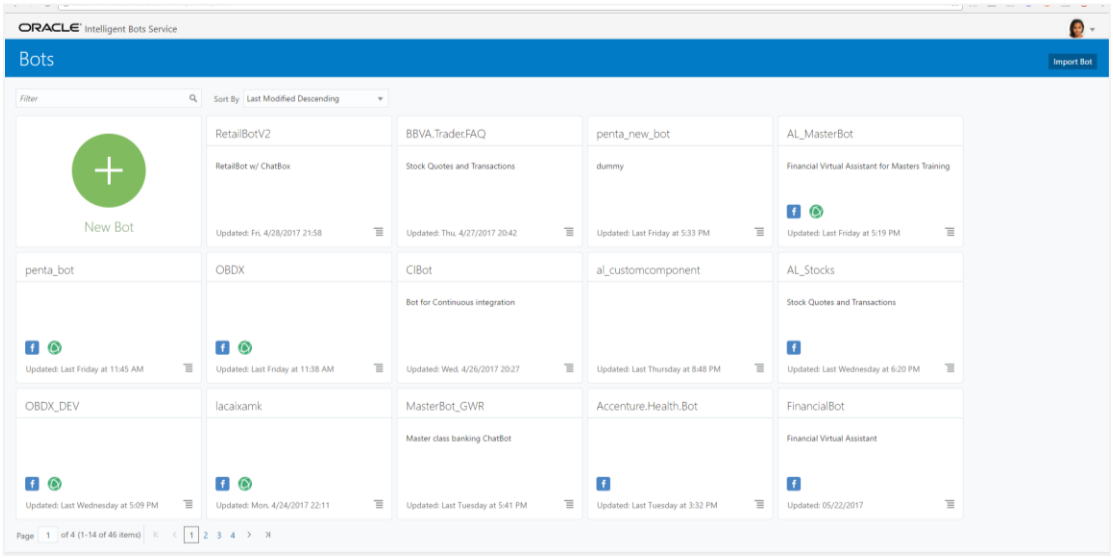


8. Add the IBCS URL here.
IBCS URL should be available on the internet for Facebook to get access. This URL is obtained from below screen in IBCS. The verify token is also obtained here.

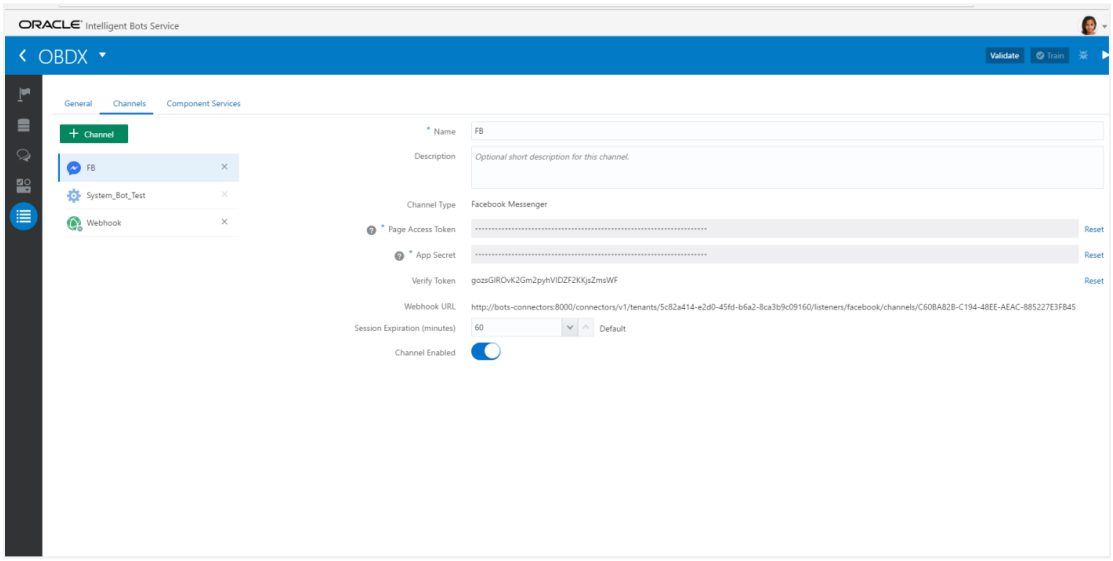

Not secure | dhcp-in-ofss-10-180-58-183:8080/botsui/bot/3F576C41-D4B5-43B4-9A24-65561939E9EA/settings
ORACLE Mobile Cloud Enterprise
OBDX
Validate
Train
General
Channels
Component Services
Channel
Reset Sessions
fab
FB
IOS
System_Bot_Test
* Name
fab
Description
Optional short description for this channel.
Channel Type
Facebook Messenger
* Page Access Token
Reset
* App Secret
Reset
Verify Token
MJI98vjV3AxG12D7I5JUuY4LIUkTGPds
Reset
Webhook URL
http://bots-connectors:8000/connectors/v1/tenants/5c82a414-e2d0-45fd-b6a2-8ca3b9c09160/listeners/facebook/channels/5F8A52D2-AA55-4398-81E5-0102787A5574
Session Expiration (minutes)
60
Default
Channel Enabled

4.1 IBCS Configurations

1. Login to IBCS and import the OBAPIs bot shipped with OBAPIs installer. This is a zip (OBAPIs 183.zip) file obtained in the installer in OBAPIS_Installer/installables/chatbot/config directory. Import this by clicking the “Import Bot” on IBCS dashboard.

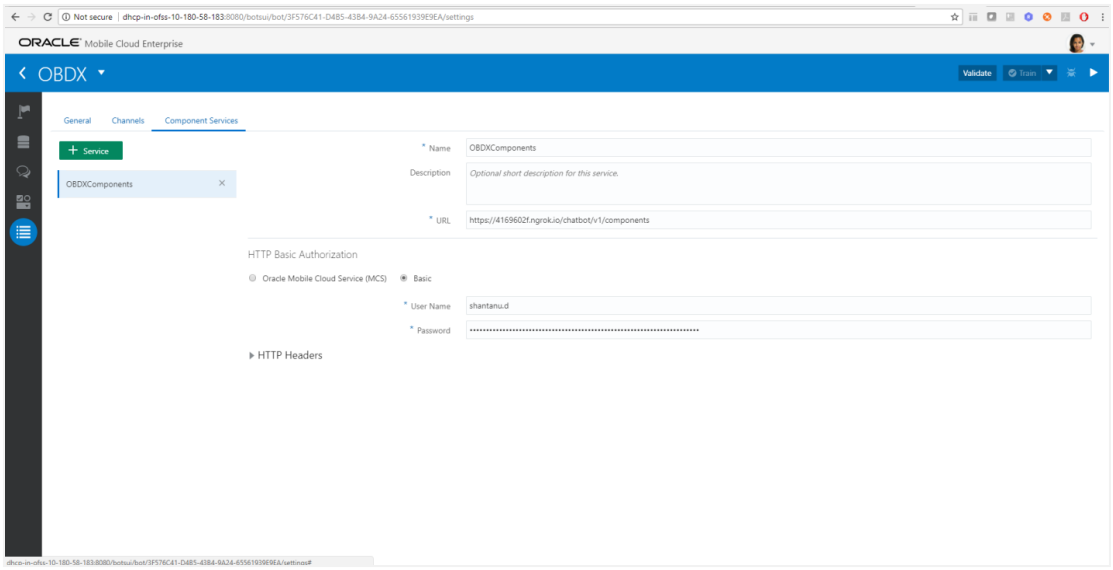


2. Click on the OBAPIs Bot



3. Update the Page access token and App Secret created previously in Facebook console.

4. Navigate to Webhook and enter the OBAPIs URL here. The OBAPIs setup and the IBCS setup must be accessible over Internet.

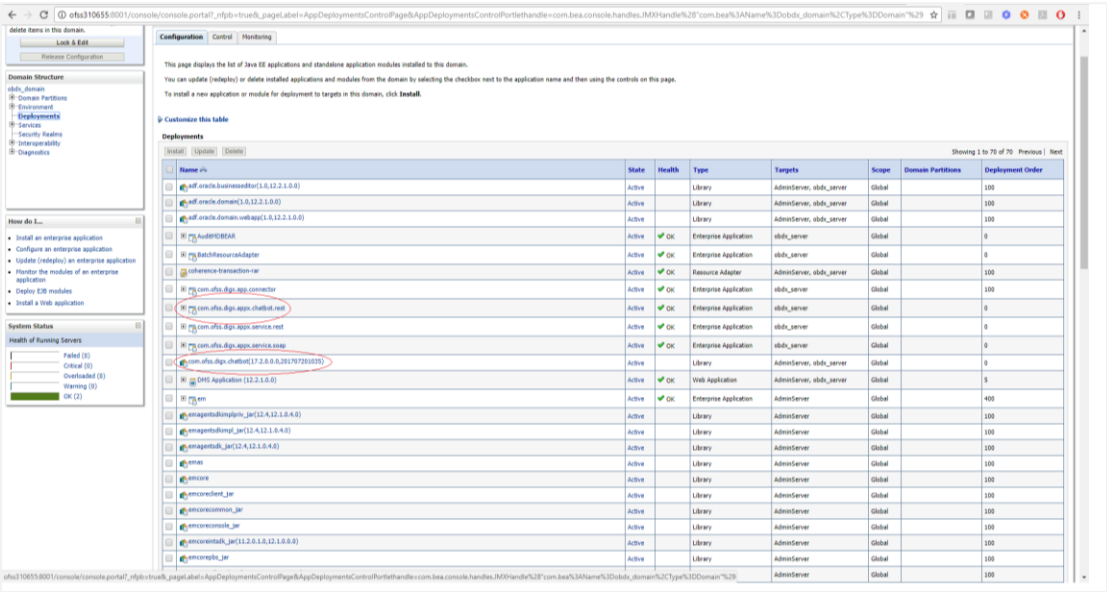


5. Add username/password (in HTTP Basic authorization) of any user with Administrators role which can be used to login in OBAPIs Weblogic server.

4.2 OBAPIs Server Configurations

Ensure that below applications are running on OBAPIs server

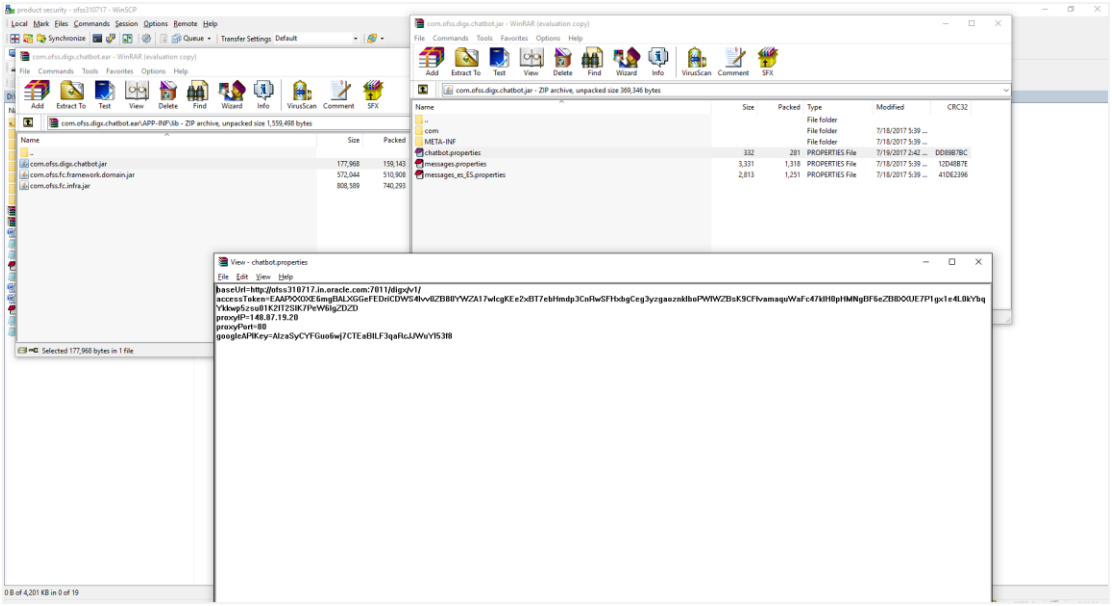
- com.ofss.digx.infra.channel
- com.ofss.digx.chatbot



In chatbot.properties in com.ofss.digx.chatbot.ear > com.ofss.digx.chatbot.jar, enter the base URL of the OBAPIs 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 OBAPIs Chatbot application to Facebook. The access token of the Facebook page is also required here (which is generated on Facebook console in step 3e).

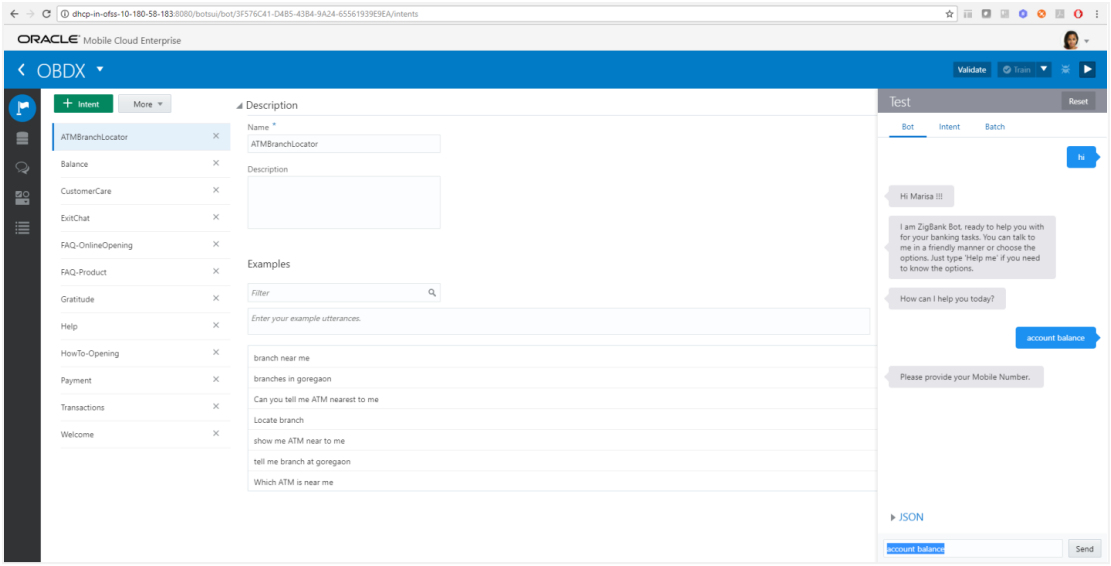


Redeploy the ear after above changes.

Verification Steps

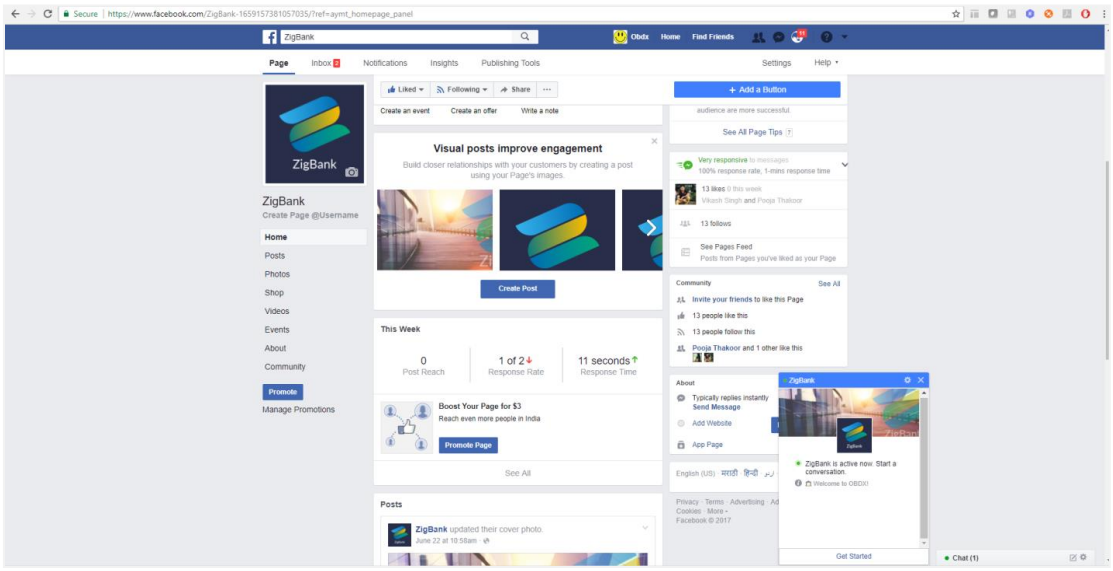
1. Check if OBAPIs server Chatbot application is running and accessible over the component URL given to IBCS. Open a browser and enter the URL as entered in IBCS component services.

2. Login to IBCS and click OBAPISBot > Test



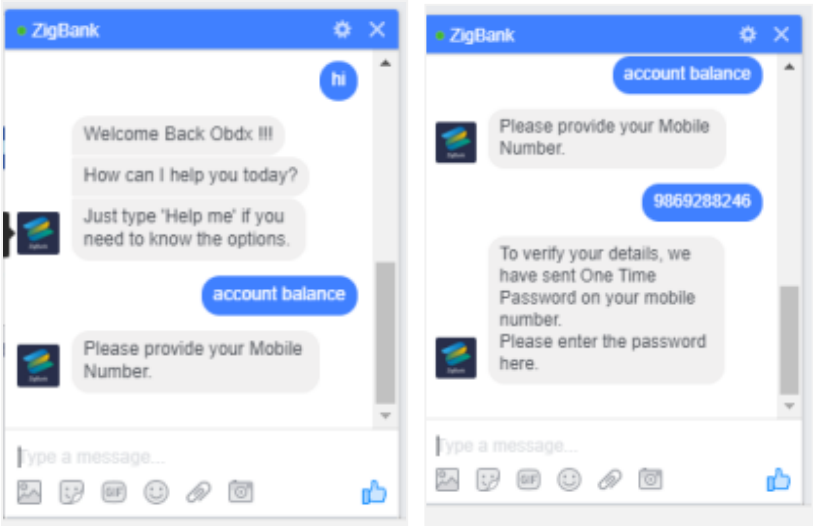
Enquire about account balance

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

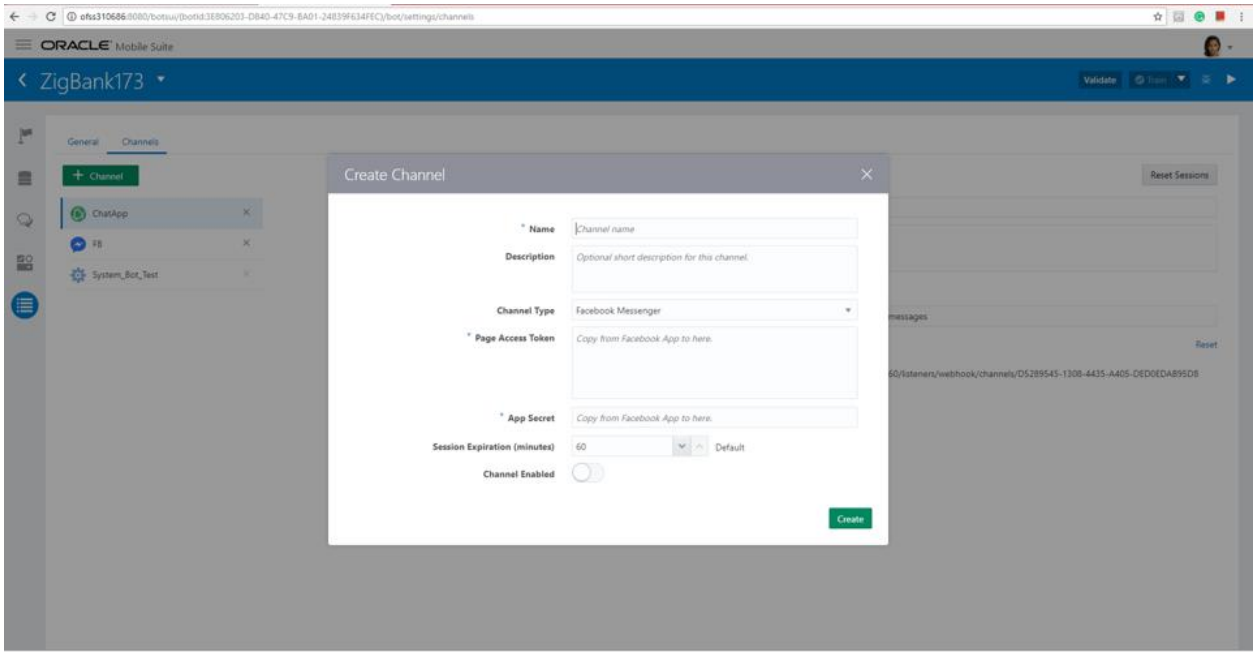
3. Enquire about account balance > OTP should be received on the registered email address of the party in core banking


ZigBank
hi
Welcome Back Obdx !!!
How can I help you today?
Just type 'Help me' if you need to know the options.
account balance
Please provide your Mobile Number.
Type a message...
ZigBank
account balance
Please provide your Mobile Number.
9869288246
To verify your details, we have sent One Time Password on your mobile number.
Please enter the password here.
Type a message...

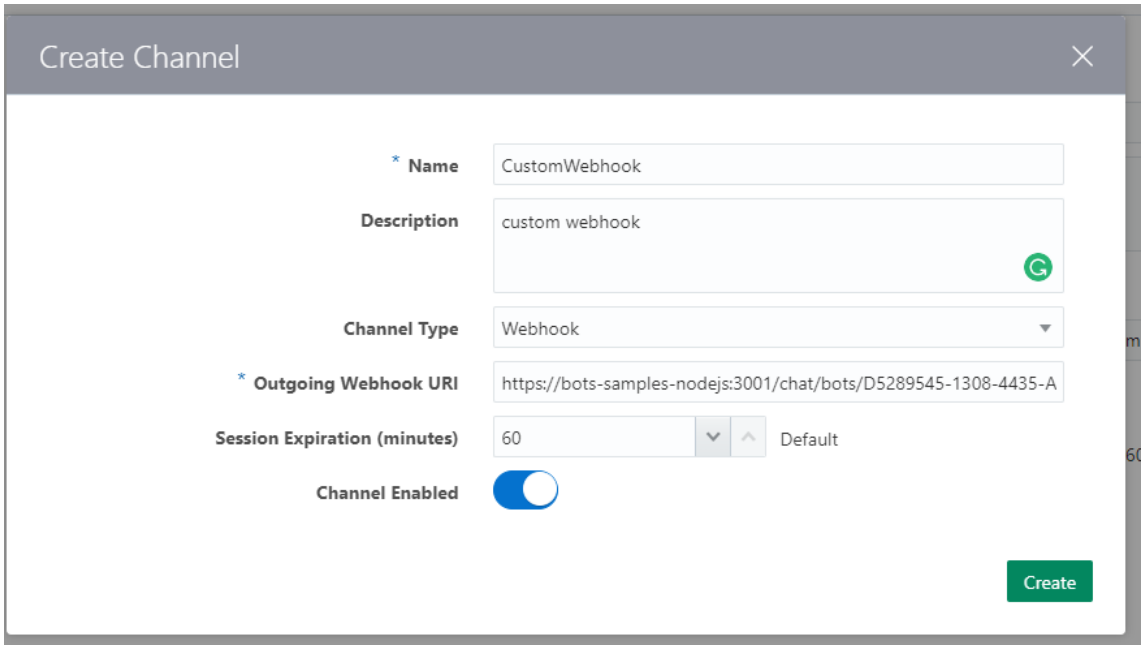
Home

5. Custom Webhook Configuration in IBCS

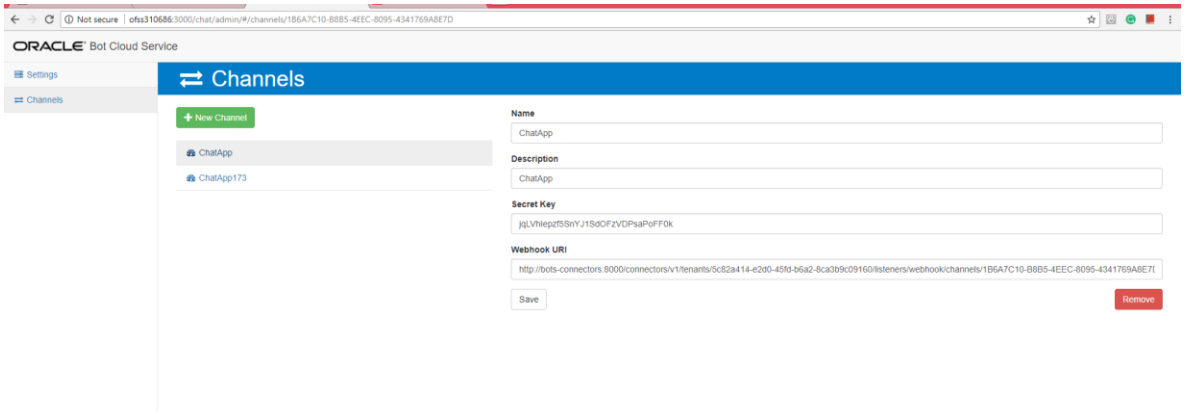
1. In order to set up a channel apart from facebook, you need to add a custom webhook
2. Navigate to bots UI→ bot's add webhook form



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.



5. 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.



Home