Oracle Banking APIs

Chatbot Configuration Guide Release 18.3.0.0.0

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Chatbot Configuration Guide December 2018

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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 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)

3. Topology



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

G Secure https://developers.facebook.com/apps/						☆ ⅲ	0 0	1 21
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	Q Search apps by th	tle			+ Add a New App			
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	App ID: 1081	218921982568						
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	Sharing on Facebook Games Facebook App Ads	Android SDK JavaScript SDK PHP SDK Unity SDK	Open Graph Debugger Object Browser JavaScript Test Console API Upgrade Tool Facebook Analytics	Developens Group Marketing Partners Bugs	Developer Roadmap Case Studies Videos			
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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.

← → ♂ ■ Secure https://	developers.facebook.com/apps/1081218921982568/messenger/		* 🖬 🖾 💷 🔕 🖽 🚺 🗄
🐯 OBDXBot 🔫	APP ID: 1081218921982568 - " View Analytics		🗰 Tools & Support Docs 😃
Dashboard Settings Roles		Increase Traffic to Messenger Create ads to help more people discover your experience in Messenger.	
Alerts • App Review		Get started	
PRODUCTS Facebook Login		Check out some resources that may help you in development: Cuark Start (build a Messenger app in 10 minutes) and Complete Countentiation. Also join our Messenger Platform Developers Community on Placebook to get latest news and warm more!	
Settings		Token Generation	
Webhooks + Add Product		Page token is required to start using the APIs. This page token will have all messenger permissions even if your app is not approved to use them yet, though in this case you will be able to message only app admins. You can also generate page tokens for the pages you don't own using Facebook Login.	
		Page Access Token Bage Access Token BAPPORTER SAME AND A CONTRACT AND A CONTRAC	
		Webhooks Edit events	
		To receive messages and other events sent by Messenger users, the app should enable webhooks integration. Selected events, message deliveries, message, echos, message, rends, messages, messaging aground, finking, messaging, checkou, updates, messaging up, checkous, messaging referrads	
		Belect a page to subscribe your webhook to the page events Select a Page a Selected pages. OBOX	
facebook for developers		App Review for Messenger	

6. In the webhook section select the events



7. Navigate to Webhook > Edit Subscription

🕸 OBDXBot 👻	APP ID: 1081218921982568	ytics					🐞 Tools & Su	🐞 Tools & Support	🐞 Tools & Support Docs	🐞 Tools & Support Docs	🐞 Tools & Support Docs
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Settings		v	Vebhooks Learn More								
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		Edit Page Subscript	tion		· · · · · · · · · · · · · · · · · · ·						
		Callback URL	arok iniconnectors/utitenants/Ec92a44	4 e2d0 45fd b6a2 8ca2b0c00460	distaness (facebook (channels						
Webhooks		mpostoood to 4.1	gront of contraction of the number of contract	4 0200 4010 0002 00000000100							
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			birthday	v2.8 - Test	v2.8 - Subscribe						
			category	V28 - 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						
https://developers.facebook.com/apps/10	181218921982568/webhooks/#		description	v2.8 - Test	v2.8 - Subscribe						

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.

$\in \ \ni$	C O Not secure dhcp-in-	ofss-10-180-58-183:8080	//botsui/bot/3F576C41-D485-4384-9A24-65561939E9EA/setti	ings 🖈 🖬 🖬 🖬 😢 😣 😣	0 :
OR	ACLE [®] Mobile Cloud En	terprise			2 -
	obdx 🔹			Valdate 🥥 Train 🔻 🕷	
	General Channels	Component Services			
	+ Channel			Reset Session	ns
	sab 🔁	×	* Name	fab	
	🤗 FB	×	Description	Optional short description for this channel.	
	los	×	Channel Type	Facebook Messenger	
	System_Bot_Test		🔞 * Page Access Token		leset
			App Secret	R	leset
			Verify Token	MI/90yV3AvG12D7I5JUuY4LIUKTGPds R	leset
			Webhook URL	http://bots-connectors8000/connectors/v1/tenants/5c82a414-e2d0-45fd-b6a2-8ca3b9c09160/listeners/facebook/channels/5f8A52D2-AAS5-4398-81E5-0102787A5574	
			Session Expiration (minutes)	60 V A 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.

Bots								
Filter	Q,	Sort By Last Modified Descending	٣					
		RetailBotV2		BBVA.Trader.FAQ	penta_new_bot		AL_MasterBot	
		RetailBot w/ ChatBox		Stock Quotes and Transactions	dummy		Financial Virtual Assistant for Masters Training	
							1	
New Bot		Updated: Fri, 4/28/2017 21:58	=	Updated: Thu: 4/27/2017 20:42	Updated: Last Friday at 5:33 PM	Ξ	Updated: Last Friday at 5:19 PM	
penta_bot		OBDX		CIBot	al_customcomponent		AL_Stocks	
				Bot for Continuous integration			Stock Quotes and Transactions	
							n	
Updated: Last Friday at 11:45 AM	н	Updated: Last Friday at 11:38 AM		Updated: Wed. 4/26/2017 20:27	Updated: Last Thursday at 8:48 PM	1	Updated: Last Wednesday at 6:20 PM	
OBDX_DEV		lacaixamk		MasterBot_GWR	Accenture.Health.Bot		FinancialBot	
				Master class banking ChatBot			Financial Virtual Assistant	
							8	
Updated: Last Wednesday at 5:09 PM	Ξ	Updated: Mon. 4/24/2017 22:11	=	Updated: Last Tuesday at 5:41 PM	Updated: Last Tuesday at 3:32 PM	Ξ	Updated: 05/22/2017	
age 1 of 4 (1-14 of 46 items) K	1	234 > Э						

2. Click on the OBAPIs Bot

OR/	ACLE [®] Intelligent Bots S	ervice		😥 v
< (OBDX 🔹			Validate 🖉 Train 💥 🕨
۳	General Channels	Component Services		
=	+ Channel		* Name	F8
Q	🗩 F8	×	Description	Optional short description for this channel.
	System_Bot_Test		Channel Type	Facebook Messenger
	💽 Webhook	×	Page Access Token	Reset
			App Secret	Reset
			Verify Token	gozsGiROvK2Gm2pyhVIDZF2KKjsZmsWF Reset
			Webhook URL Session Expiration (minutes) Channel Enabled	http://bots-connectors/000/connectors/01/htmants/Scl2ad14-e240-4566-b6a2-8ca3b9c09160/htmeners/facebook/channels/C608A828-C194-48EE-AEAC-885227E3F845 60 v N Default

- 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.

$\epsilon \Rightarrow 0$	🖲 Not secure dhcp-in-	ofss=10=180=58=183:808	0/botsui/bot/3F576C41-D4B5-43B4-9A24-65561939E9EA/setti	ngs 🖈 🖬 🗖 🖬 🔕 🖉 🚺 :
OR/	CLE' Mobile Cloud En	terprise		D -
< (BDX 🔹			Waldate 🖉 Diain 🔻 💥 🕨
۳	General Channels	Component Services	_	
	+ Service		* Name	OBDXComponents
	OBDXComponents	×	Description	Optional short description for this service.
			* URL	https://41696021.ngvok.io/chatbot/v1/components
			HTTP Basic Authorization Cracle Mobile Cloud Service (MCS) Basic User Name Password HTTP Headers	shantanud
chro-in-ofis	10-180-58-183/000/botsu/bot/10-1	*576C41-D485-4184-9A24-6	151197883.Jurisoud	

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

ete items in this domain. Lock & Edit	Configuration Control Manitoring													
Release Configuration	This page displays the list of Java EE applications and standalone application modules installed to this domain.													
nain Structure	You can 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	his page.											
_domain Iomain Partitions	To initial a new agalcation or module for deployment to keepts in this domain, cick Londall .													
Environment	S crasses the table													
Services	p Cutomar the table													
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Diagnostics	(Initial Update Dates													
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	eff.oracle.domain(1.0,12.2.1.0.0)	Active		Ubrary	AdminServer, obdx_server	Global		100						
w do L	aff.orade.domain.webapp(1.0,12.2.1.0.0)	Active		Library	AdminServer, obdx_server	Global		100						
Install an enterprise application	B TRANSPORTAR	Active	🛩 ок	Enterprise Application	obdx_server	Global		0						
Configure an enterprise application Update (redeploy) an enterprise application	He matchelesourceAdapter	Active	🛩 ок	Enterprise Application	sbdx_server	Global		0						
Nonitor the modules of an enterprise	📋 😹 coherence-transaction-rar	Active	🕈 ок	Resource Adapter	AdminServer, obdx_server	Global		100						
Deploy E38 modules	Regiscen.afss.dgs.app.connector	Active	🛩 ок	Enterprise Application	obdx_server	Global		100						
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Failed (0) Critical (0)	Com. ofss. digs. chathot(17.2.0.0.0,201707201035)	Active		Ubrary	AdminServer, obdx_server	Global		0						
Overloaded (0)	DPES Application (12.2.1.0.0)	Active	🛩 ок	Web Application	AdminServer, obdx_server	Global		5						
GK (2)	8 8 B m	Active	🛩 ок	Enterprise Application	AdminServer	Global		400						
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	compensationpl_pr(12.4,12.1.0.4.0)	Active		Library	AdminServer	Global		100						
	comagentadic_jar(12.4,12.1.0.4.0)	Active		Ubrary	AdminServer	Global		100						
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	i the encore	Active		Library	AdminServer	Global		100						
	📋 🏚encoredient_Jar	Active		Library	AdminServer	Global		100						
	🗇 💼 encorecummen_jar	Active		Library	AdminServer	Global		100						
	foremcorecompole_jar	Active		Ubrary	AdminServer	Global		100						
	memcoreintadk_jar(11.2.0.1.0,12.1.0.0.0)	Active		Library	AdminServer	Global		100						

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).

a product security - ofss310717 - WinSCP						- 0 X
Local Mark Elles Commands Session Options Bemote He	slp		acom.ofss.digv.chatbot.jar - WinRAR (evaluation copy)		- D X	×
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🐛 🔳 🔚 com.ofss.digx.chatbot.ear\APP-INF\lib - ZIP archi	ive, unpacked size 1,559,498 bytes			File folder	7/18/2017 5-20	
Name		ize Packed	META-INF	File folder	7/18/2017 5:39	
			Chatbot.properties	332 281 PROPERTIES File	7/19/2017 2:42 DD89878C	
🖆 com.ofss.digs.chatbot.jar	177,	68 159,143	messages.properties	3,331 1,318 PROPERTIES File	7/18/2017 5:39 12D4887E	
in com.ofss.fc.framework.domain.jar	574,	44 510,908 89 740,293	messages_es_t5.properties	2,813 1,251 PROPERTIES HIE	7/18/2017 5:59 41DE2396	
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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

$\boldsymbol{\varepsilon} \neq \boldsymbol{c}$	() dhcp-in-ofss-10-180-58-183	8080/botsui/bot/3	5576C41-D485-4384-9A24-65561939E9EA/intents	x) iii 🗖 💷 🛛 😒 🔟 🔿 ii
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	+ Intent More *		Description	Test Reset
	ATMBranchLocator	×	Name " ATMBranchLocator	Bot Intent Batch
Q	Balance	×	Description	ы
20	CustomerCare	×		Hi Marisa III
=	ExitChat	×		I am ZioBank Bot, ready to help you with
	FAQ-OnlineOpening	×		for your banking tasks. You can talk to me in a friendly manner or choose the patient, but twee their me. I way upped
	FAQ-Product	×	Examples	to know the options.
	Gratitude	×	Filter Q,	How can I help you today?
	Help	×	Enter your example utterances.	
	HowTo-Opening	×	branch near me	
	Payment	×	branches in goregaon	Please provide your Mobile Number.
	Transactions	×	Can you tell me ATM nearest to me	
	Welcome	×	Locate branch show me ATM near to me	
			tell me branch at goregaon	
			Which ATM is near me	
				▶ JSON
				account balance Send

Enquire about account balance

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

		Contract of the International Contra		
f	ZigBank Q	UDdx Home Find Friends	11 💩 🐣 🔞 🖌	
P	age Inbox 2 Notifications Insights Publishing Tools		Settings Help •	
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	Create an event Create an offer Write a no	e audience are mor	re successful.	
		× See All F	Page Tips 👔	
	Visual posts improve en	gagement	to messages	
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Zij	gBank	13 likes 0 this w Vikash Singh an	reek sd Pooja Thakoor	
Cre	sate Page @Username	Jak 13 follows		
Но	ime internet	See Pages Feet	r	
Po	sts	Posts from Page	es you've liked as your Page	
Ph	Olos Create Post	Community	See Al	
Si Vi	teos	3,1. Invite your friends	s to like this Page	
Ev	ents This Week	13 people like this	is .	
Ab	out	11. Pooja Thakoor an	d 1 other Ree this	
Co	mmunity 0 1 of 2 Post Reach Response Rate	11 seconds T La da Response Time		
P	romote	About Typically replies int	startly	
Ма	nage Promotions Boost Your Page for \$3 Reach even more people in India	Send Message	The second second	
		O ADD Website	ZieRant	
	Promote Page	C Approve	ZinBank is active now Start a	
	See All	English (US) मराठी हि	رير conversation. (ش Welcome to OBDX!	
	Posts	Privacy - Terms - Advert	toing - Ad	
	ZigBank updated their cover photo.	Facebook © 2017		
			Get Started	· Chat (1)

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



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 $UI \rightarrow$ bot's add webhook form

€ → C © ofss310686:8080/benuv(bonid:36806203-D840-47C9-BA0	1-24839F634FEC)/bot/settings/channels			x 🖬 🖲 📕 i
				Q -
< ZigBank173 •				Vidate String 💌 🗧 🕨
Me General Oranneis				
+ Channel	Create Channel			Retet Sessions
Chardopo X Transmissioner State States Stat	" Name Description	Ebannel name Optional short description for this channel.		
	Channel Type	Facebook Messenger	*	messages
	* Page Access Token	Copy from Facebook App to here.		Reset
	* App Secret	Copy from Facebook App to here.		
	Session Expiration (minutes)	60 V A Default		
	Channel Enabled	U.	Create	

- 3. Fill form with your details in "Outgoing Webhook URI" field put: https://bots-samplesnodejs: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.

Create Channel		×
* Name Description	CustomWebhook custom webhook	
Channel Type	Webhook	r
* Outgoing Webhook URI	https://bots-samples-nodejs:3001/chat/bots/D5289545-1308-4435-A	4
Channel Enabled	Default	e
	Cre	ate

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

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ORACLE Bot Cloud Se	ervice				
Settings	≓ Channels				
≓ Channels	+ New Channel	Name			
		ChatApp			
	2 ChatApp	Description			
	na ChatApp173	ChatApp			
		Secret Key			
		JqLVhlepzfSnYJ1SdOFzVDPsaPoFF0k			
		Webhook URI			
		http://bots-connectors/8000/connectors/v1/tenants/5c82a414-e2d0-45fd-b6a2-8ca3b9c09160/listeners/webhook/channels/1B6A7C10-B8B5-4EEC-0	3095-434176	9A8E7[
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