Oracle Banking Digital Experience

Chatbot Configuration Guide
Release 18.3.0.0.0

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ORACLE®

Chatbot Configuration Guide

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1. Preface

1.1 Intended Audience

This document is intended for the following audience*:*

- Customers
- Partners

1.2 Documentation Accessibility

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1.3 Access to Oracle Support

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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 18.3.0.0.0, refer to the following documents:

- Oracle Banking Digital Experience Licensing Guide

2. Purpose

OBDX 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 OBDX chatbot module with ODA. The prerequisites include –

- ODA setup
- Facebook credentials (optional)

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3. Topology

Stores session information (DIGX_CB_SESSION)
Stores JWT, JSESSIONID, OBDX userid, first & last login details

```
OBDX
Mobile
App
```

Custom Webhook

DIGX
Database

```
Chat Client
(Facebook)
```

Webhook as exposed
by IBCS

Intelligent Bot Cloud
Service (IBCS)

/chatbot - ngrok (as component)

```
OBDX App Server (REST)
JWT Asserter

/digx
```

Sends JWT to fetch JSESSIONID
Asserts JWT to populate javax.security.auth.Subject

/chatbot - ngrok

```
Weblogic Server

/chatbot
```

Invokes FB Rest to show 'typing' message

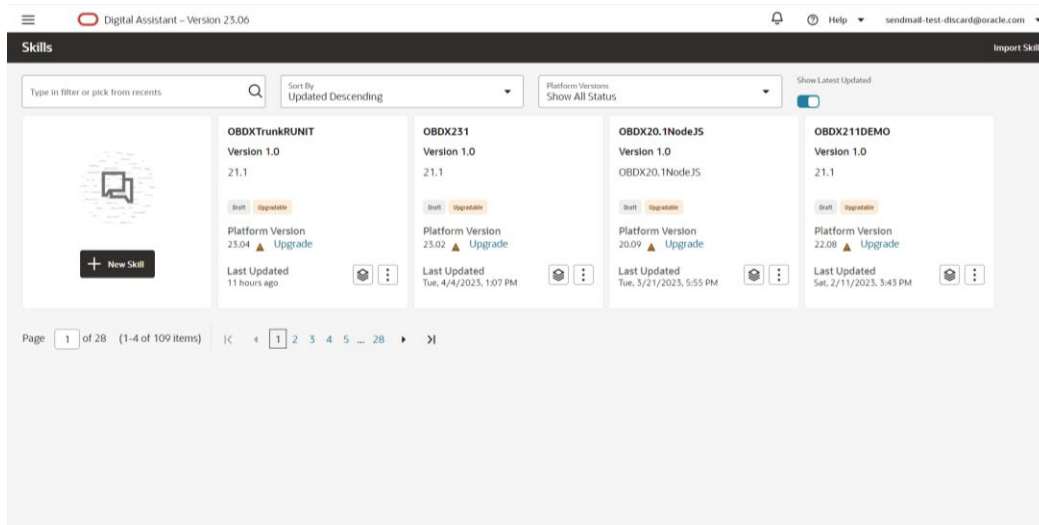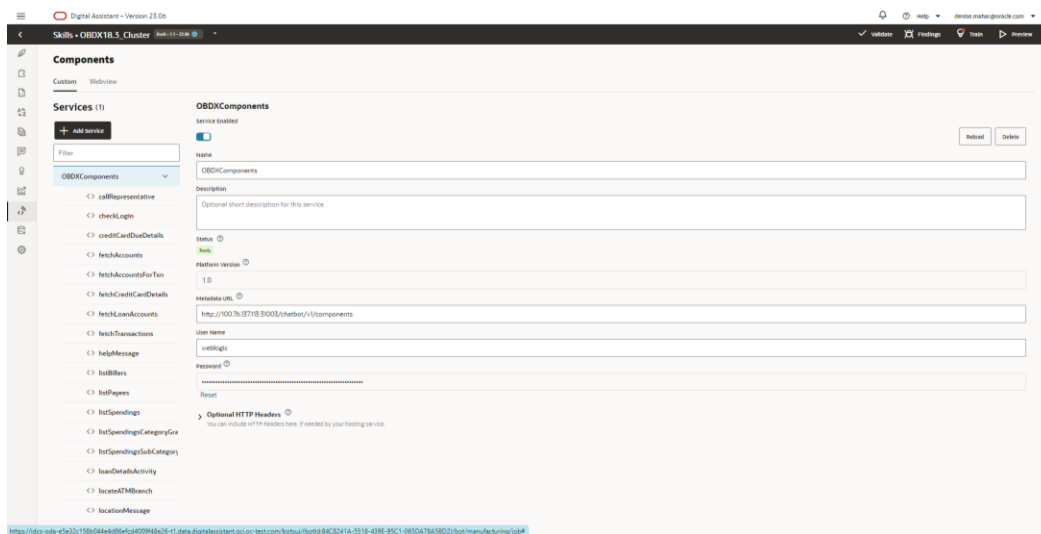**Home**

4. ODA Configurations

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

2. Click on the OBDX Bot and click on the components to add the custom components.


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.

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-
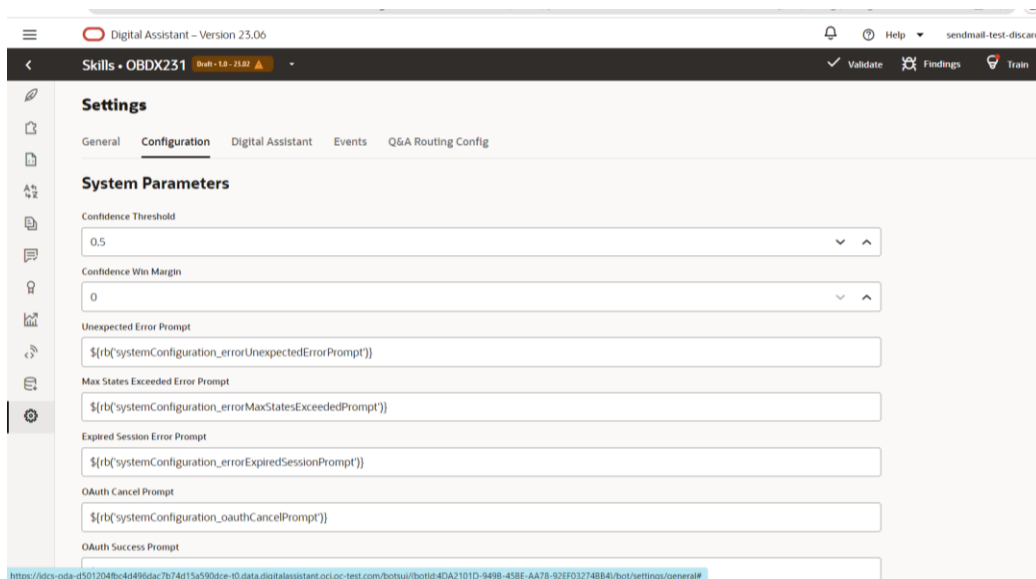
6. The chatbot ear resolves OBDX Rest API path automatically. If its not able to resolve, add same in channel.properties (com.ofss.digx.infra.channel.ear > APP-INF > lib > com.ofss.digx.infra.channel.jar > channel.properties) –

   baseUrl=http://<OBDX Host>:<OBDX MS Port>/digx/v1
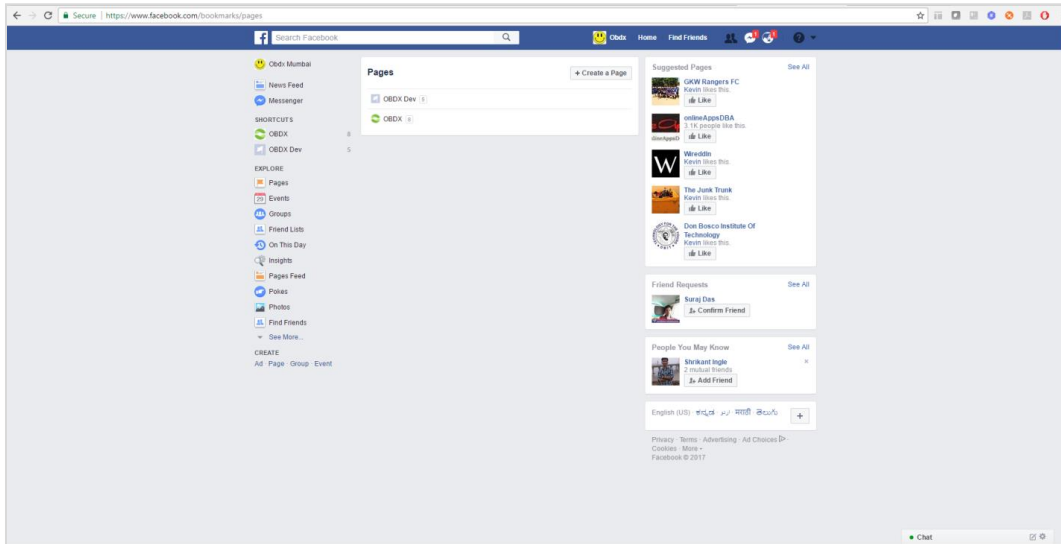
Login to ODA and click OBDXBot > Test
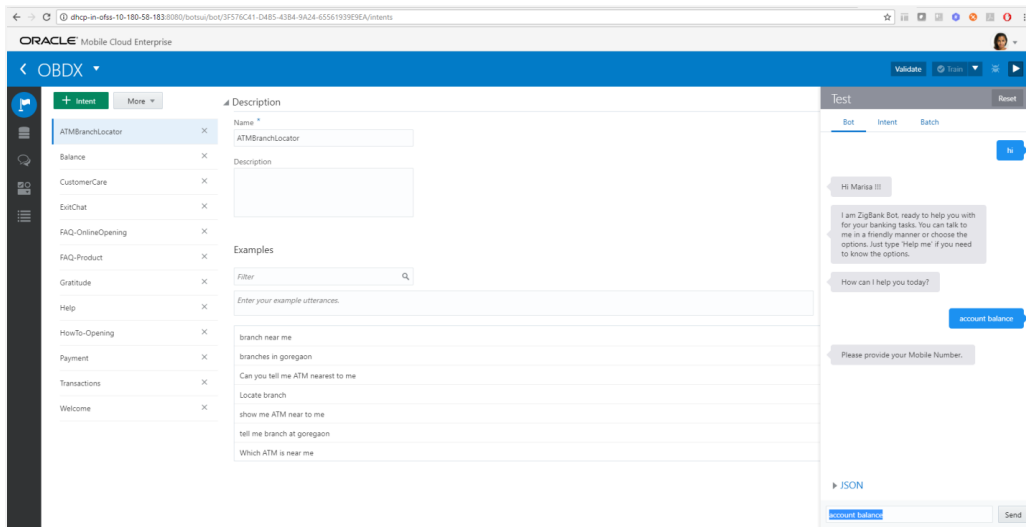
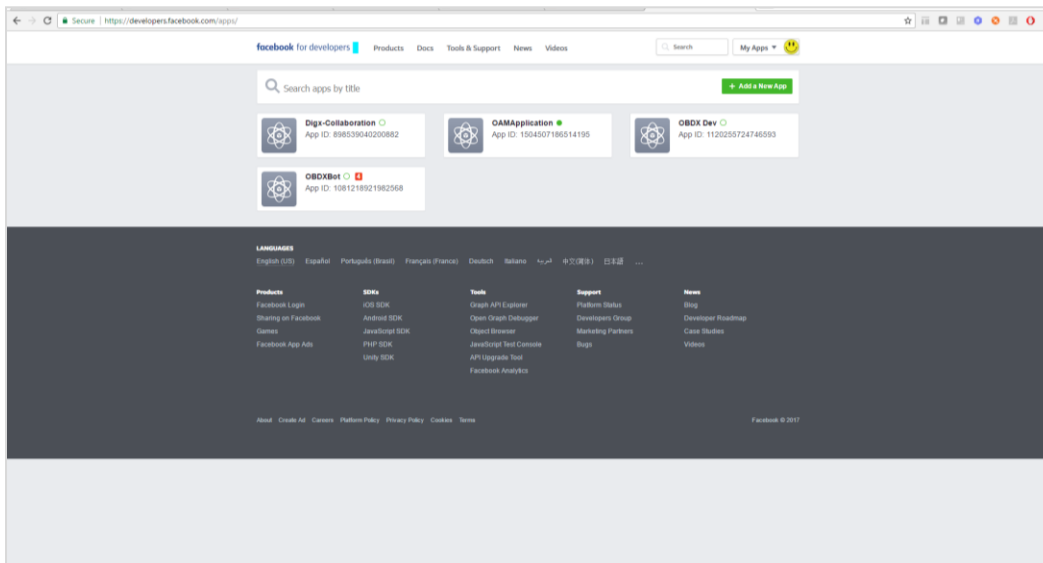**[Home](#)**

5.   Configuring Channels in ODA

Chatbot widget appears on prelogin page in OBDX UI where the login is with mobile number/OTP
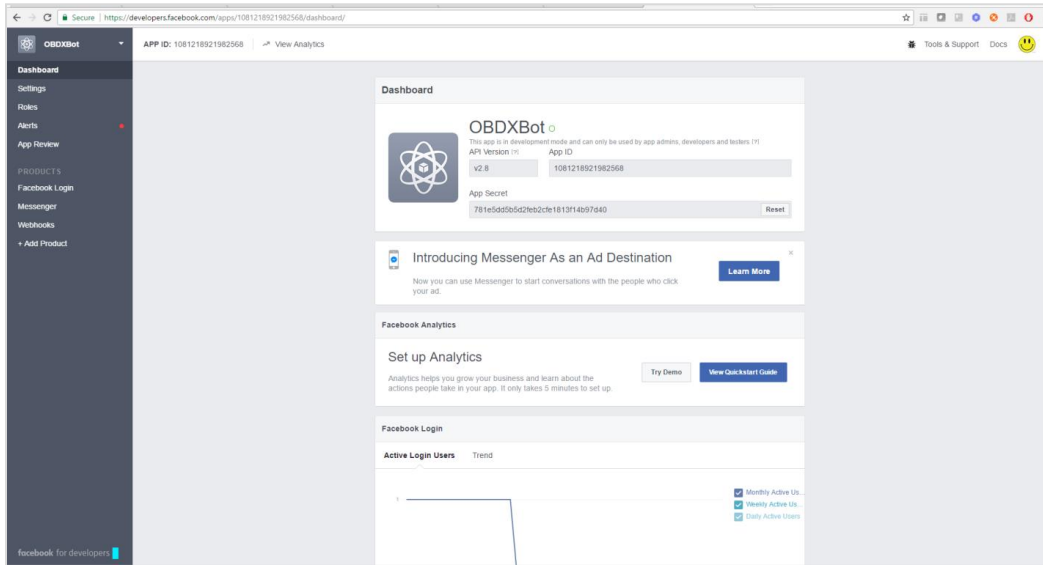
5.1   Facebook Channel

1. Create a Facebook account for the Bank. Login to Facebook with credentials.
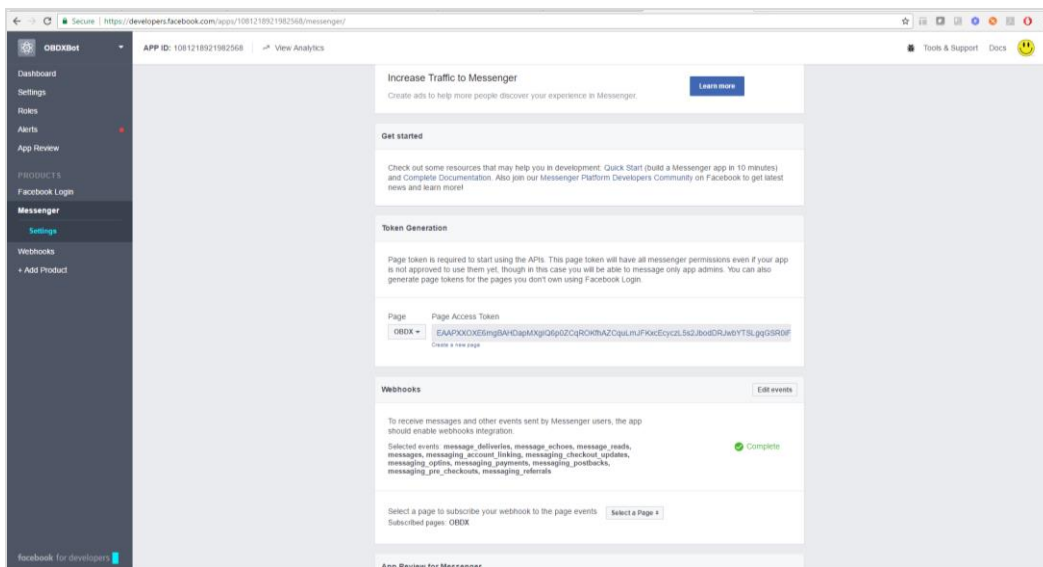2. Create a new page

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

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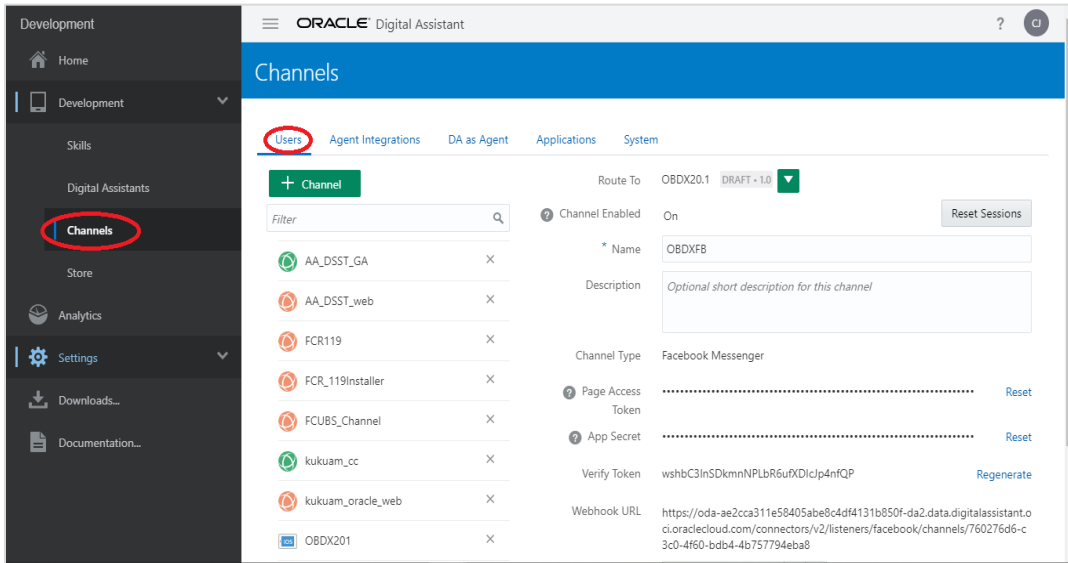

5. Navigate to Messenger > Settings page from left panel and in token generation section select the page created previously. Note the page access token.
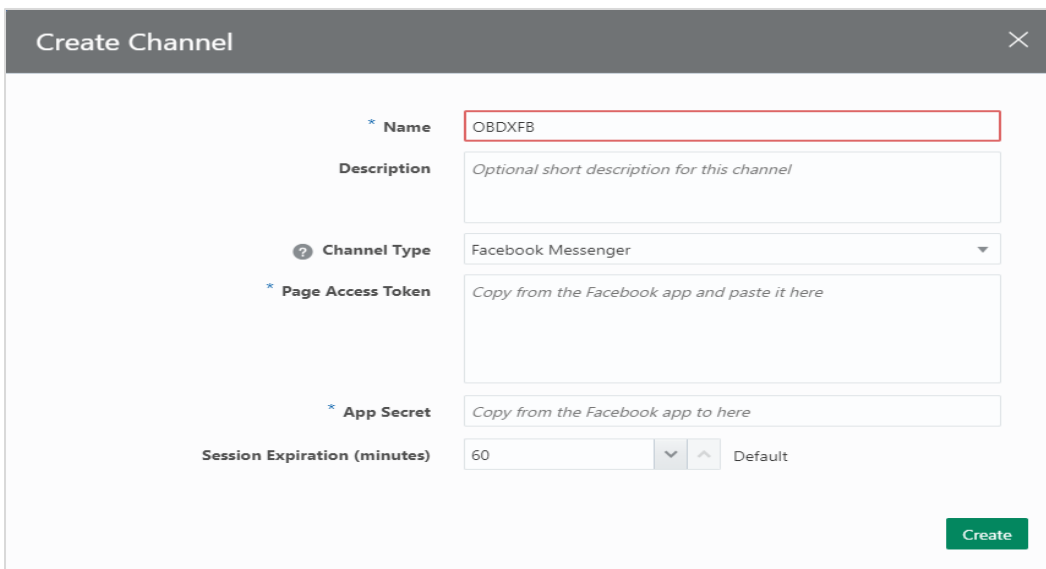
Create Facebook Channel in ODA

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

2. Next, click Add Channel to open the Create Channel dialog.

3. Choose Facebook Messenger as the channel type.

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.

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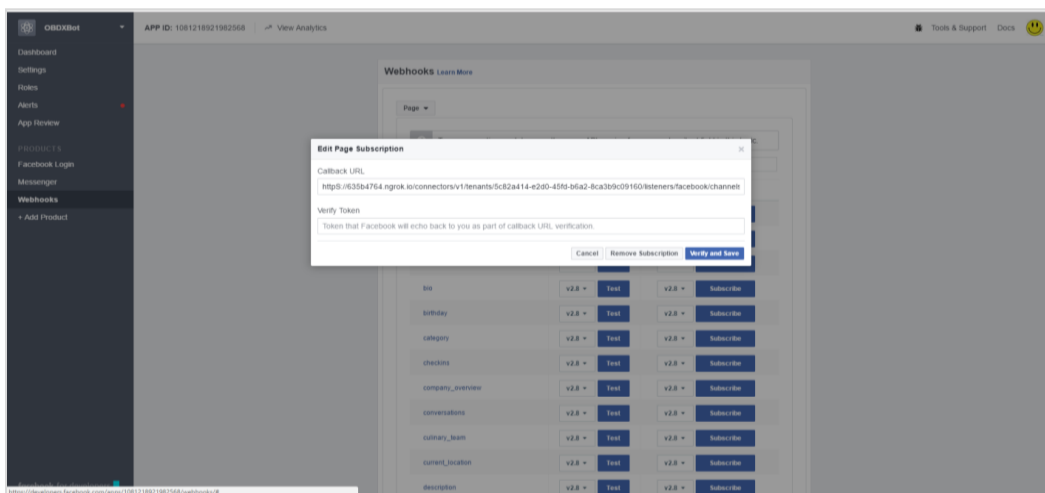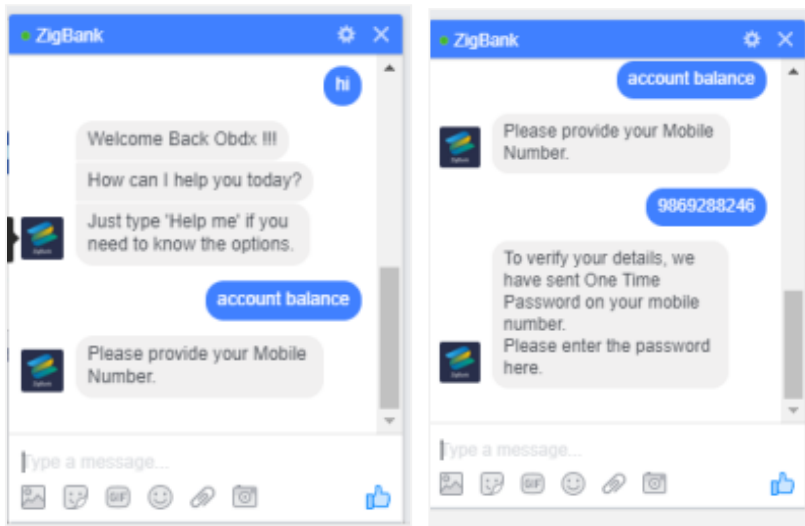
13. Under Subscription Fields, select the messages and messaging_postbacks callback events.The messages event is triggered whenever someone sends a message to your Facebook page.

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
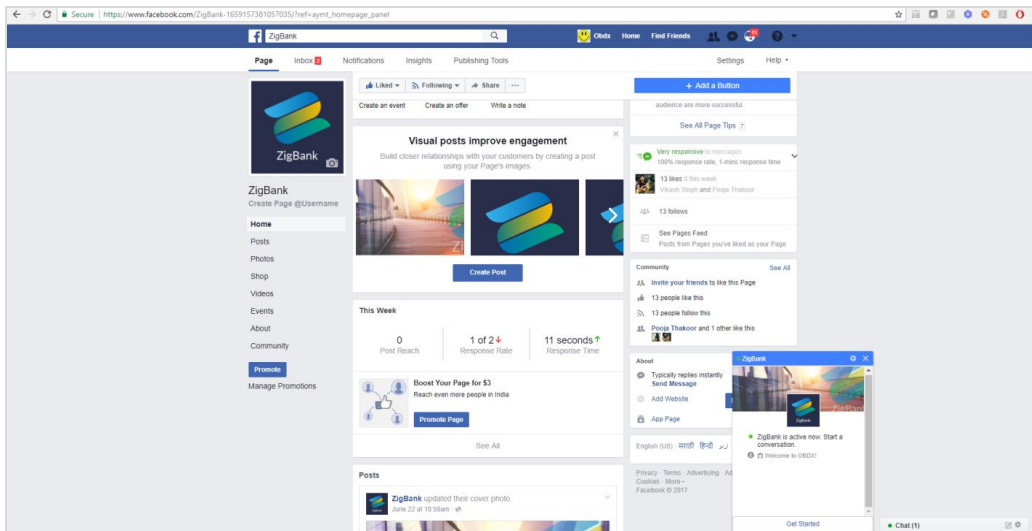
1. Click Get Started in the chat window > You should receive welcome message from ODA

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

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