Chatbot Configuration Guide Oracle Banking Digital Experience Patchset Release 21.1.4.0.0

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## ORACLE

Chatbot Configuration Guide February 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 <a href="http://www.oracle.com/pls/topic/lookup?ctx=acc&id=docacc">http://www.oracle.com/pls/topic/lookup?ctx=acc&id=docacc</a>.

## 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 21.1.4.0.0, refer to the following documents:

Oracle Banking Digital Experience Installation Manuals



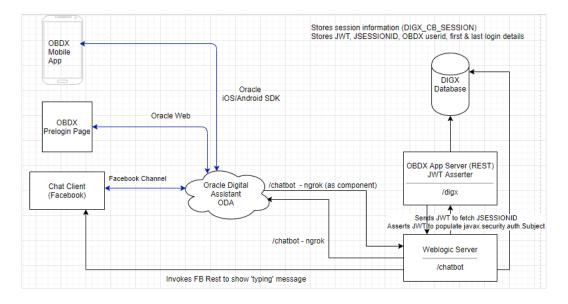
## 2. Purpose

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

#### **ODA Configurations** 4.1

1. 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.

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			Take	e Me Therel						
1ost Recent								Sea	ech by Name	
33 4 29										
Digital Assistants Skills										
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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	
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-	CheckLogin	. 🕜 Status	Ready	
Ax	CreditCardDueDetails	Platform Version	1.0	
<i>?</i> <b>•</b>	☑ 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	
-	OBDXComponents		Description	Optional short description for this service	
	callRepresentative				
	CheckLogin		② 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	
	of 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-

🏓 Sumn	-   🏓 Bug 29   💠 (060):   💢 18.3 -	c 🔝 🔒 dip	📁   1] JONE 🖸 Accour   🖸 Oracle   😨 Oracle   🛐 Facebo:   🔪 Oracle   🕤 Sonal   🧟 Facebo:   🔦 JONE   🗳 JONE   🗳 JONE   📚 Summe   🖨 Danho:   🌚 Oracle   Q. obduor.   🖾 Zigiller - 🖬 Zigiller - 🖬 Danho:	+	-	σ	×
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Develo	oment	=	ORACLE Digital Assistant		1	k	Ì
		<b>&lt;</b> 5	ikills • OBDX18.3_Cluster OKAT-KI •	Valid	iate	🕲 Train	
	Development 🗸 🗸						
	Skills	9	General Configuration Digital Assistant Events QBA Routing Config				
	Digital Assistants	ø	System Parameters				
	Channels	Ξ.	* Confidence Threshold 0 v A				
	Store		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 Q maximum value I)				
	Inalytics	ĩŝ	* Confidence Win Margin O V  Only 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				
	iettings 🗸 🗸		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 The message when there is an unexpected error				
		S.	Max States Exceeded Error Prompt     Your session appears to be in an infinite loop.				
		<b>F</b>	The message when the Bot appears to be an infinite loop				
			Expired Session Error Prompt     Your session has expired. Please start again.      The message when the session has expired				
		111	* OAuth Cancel Prompt Authentication canceled.				
		<u>f=</u>	The message when ONuth authorization is canceled				
		_	OAuth Success Prompt     Authentication successfull You can return to the conversation.      The message when OAuth authentiation succeeds				
		<b>(3)</b>	Custom Parameters				
		-	+ New Parameter			۹,	
			En Duin				
		×	Edit Delete				
vh/00ggb/80	80/botsui/(botkl:504275C5-3088-4881-A41	18-C9C9848	1507)/bot/settings/da# 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-

=						?
< 5	Skills • OBDX20.1 draft • 10 🔻				Validate	🕛 Train
9	User-Defined Intents Q&A					
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Ē	Account	DefaultHomeEntity		Filter by Key or Text		
	AcctOpening	Language	Message	mer by ney or new		
12	AskAccountType	default	OBDX_BU			
	AskHOTP					
<i>₽</i> ₽	AskMobileNumber					
	AskOTP					
	AskTOTP					
<u>11</u>	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.	Configuration Control Monitoring							
Lock & Edit Release Configuration								
	This page displays the list of Jawa EE applications and standalone application modules installed to this domain.							
omain Structure ldx domain	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 costs	rols on this	i page.					
- Cornain Partitions - Environment - Deployments - Services - Security Realms	To noted a new exploration or module for deployment to targets in this domain, click <b>Instelli</b> . If Contrasts this tables by Capadynamics							
- Interoperability - Diagnostics	Install Update Delete						Showing 1	to 70 of 70 Previous   Next
	Name 🔿	State	Health	Туре	Targets	Scope	Domain Partitions	Deployment Order
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	Content (1.0.12.2.1.0.0)	Active		Ubrary	AdminServer, obdx_server	Global		100
iow do L	Anter and Anter Ant	Active		Ubrary	AdminServer, obdx_server	Global		100
Install an enterprise application	B B CB-MONDEAR	Active .	✓ OK	Enterprise Application	obdx_server	Global		0
Configure an enterprise application Update (redeploy) an enterprise application	I TopBatchResourceAdapter	Active 1	✓ ox	Enterprise Application	obdx_server	Global		0
Monitor the modules of an enterprise	🔲 👩 coherence-transaction-rar	Active .	🗸 OK	Resource Adapter	AdminServer, obdx_server	Global		100
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	comagenetschimp(_jsr(12.4,12.1.0.4.0)	Active		Ubrary	AdminServer	Global		109
	magerdod_jar(12.4,12.1.0.4.0)	Active		Library	AdminServer	Global		100
	C Comercia de Come	Active		Library	AdminServer	Global		100
	C Concere a conc	Active		Ubrary	AdminServer	Global		100
	Concrection.jar	Active		Ubrary	AdminServer	Global		100
		Active		Ubrary	AdminServer	Global		100
		Active		Library	AdminServer	Global		100
	emcreintsfi_jar(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



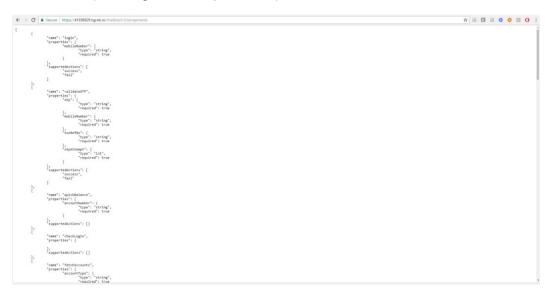
If the server needs proxy to connect to internet, enter proxy details here else leave them blank. This call is required for the chatbot to display the typing.. icon in chat. The connection is directly from OBDX Chatbot application to Facebook. The access token of the Facebook page is also required here.

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≪ 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	ımaquiWaFc47kH0pHMNgl	₩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	IF6e2BIDOQUE7F	Yig×Te4L0KYbq	
≪ Salected 177,908 bytes in 1 file	baseUrl=http://wfss310717.j accessToken=EAAP>0x0XEE Yikkwp5zsu01k2112SIK7Pev 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 Yikkwp5zsu01k2112SIK7Pev proxyIP=148.87.19.20 proxyIP=160	imgBALXGGel N6lgZDZD	FEDriCDW	SAWW2B80YWZA17wlcgKEe2x8T7ebHmdp3CnAwSFHxbgCeg3yzgaoznikbo	oPWIWZBsK9CFW	umaqu/WaTcd7kHtQpHMANg	₩6e2B®≎¢UE7F	1 gx1 e4LOKYbq	
≪ Salected 177,600 bytes in 1 file	baseUrl=http://wfss310717.j accessToken=EAAP>0x0XEE Yikkwp5zsu01k2112SIK7Pev proxyIP=148.87.19.20 proxyIP=160	imgBALXGGel N6lgZDZD	FEDriCDW	SAWW2B80YWZA17wlcgKEe2x8T7ebHmdp3CnAwSFHxbgCeg3yzgaoznikbo	oPWIWZBsK9CFtv	umaqu/WaTc47kHtQatMMgd	9F6e288000E7F	1gx1e4L0kYbq	
I≪E Selected 172,900 bytes in 1 file	baseUrl=http://wfss310717.j accessToken=EAAP>0x0XEE Yikkwp5zsu01k2112SIK7Pev proxyIP=148.87.19.20 proxyIP=160	imgBALXGGel N6lgZDZD	FEDriCDW	SAWW2B80YWZA17wlcgKEe2x8T7ebHmdp3CnAwSFHxbgCeg3yzgaoznikbo	oPWIWZBsK9CFM	um equiVaT c 674010p10ANgi	F6c28804UE7F	11gxte4LBkYbq	
r≪ Selected 17,908 byte in 1916	baseUrl=http://wfss310717.j accessToken=EAAP>0x0XEE Yikkwp5zsu01k2112SIK7Pev proxyIP=148.87.19.20 proxyIP=160	imgBALXGGel N6lgZDZD	FEDriCDW	SAWW2B80YWZA17wlcgKEe2x8T7ebHmdp3CnAwSFHxbgCeg3yzgaoznikbo	oPWIWZBsKSCFtv	um equiWaFCeT/EHIQ+HAMegi	F6c28800UE7F	1gcte4L®kYbq	
I⊷€ Selected 17,948 bytes in 1 file	baseUrl=http://wfss310717.j accessToken=EAAP>0x0XEE Yikkwp5zsu01k2112SIK7Pev 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 Yikkwp5zsu01k2112SIK7Pev 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

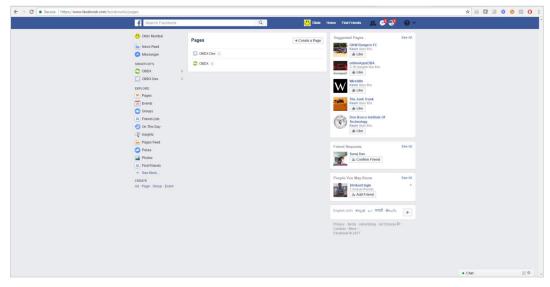
$\leftrightarrow$ $\ominus$ C $\textcircled{0}$ dhcp-in-ofss-10-180-58-183:8	8080/botsui/bot/3F576C41-D485-4384-9A24-65561939E9EA/intents	☆ ⅲ 🖬 🖬 🔹 📀 🔤 🔿 🗄
	e	👰 -
< obdx -		Validate 🔍 Train 💌 💥 🕨
+ Intent More *	∡ Description	Test Reset
ATMBranchLocator	× Name * ATMBranchLocator	Bot Intent Batch
Q Balance	× 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

Conception         Dess         Totals & Support         News         Values         Import         May Appril         Conception         Conception <thconception< th=""> <thconception< th=""></thconception<></thconception<>	
Digar-Cellaberation ○ App ID: Existication200882         OAMApplication ● App ID: Tisolab071605141195         OBDX Dev ○ App ID: Tisolab071605141195	
App ID:         898550040200882           App ID:         1504507186514195           App ID:         1120255724746593	
CHICKBERT C 2 Appr 10 1081218921982568	
LANGUARES English_(10)) Español Fortupaki (Brazil) Français France) Deutoch Balane セッド 中交(月日) 日耳道	
Fundants         Stifts         Yandi         Segment         Neme           Filescolers Login         K00 SDK         Caragity APT Castoner         Filescolers Status         Billing           Bharing on Filoscolers         Andreid KDK         Open Graph Debugger         Deventagent Stratus         Deventagent Risol           Gamma         Janzlinger (EDC         Open Graph Debugger         Markeling Printers         Debugger	
Facebook App Ads PH P IDX Janebook Tege V Unity BDX API Upgade Tool Facebook AnnyAcs	
Alond Crade/Ad Careens Polition/Policy Privacy/Policy Coalese Terms Facebook 6/2017	



← → C B Secure   https://developersfacebook.com/apps/10812	218921982568/dashboard/	* 🖬 🖬 🖬 🔹 🔕 🗐 🚺 :
CBDXBot • APP ID: 1081218921982568	-* View Analytics	🗰 Tools & Support Docs 😃 🕯
Dashboard		
Settings	Dashboard	
Roles		
Alerts .	OBDXBot O This app is in development mode and can only be used by app admins, developers and testers (7)	
App Review	API Version M App ID	
PRODUCTS	V2.8 1081218921982568	
Facebook Login	App Secret	
Messenger Webhooks	781e5dd5b5d2feb2cfe1813f14b97d40 Reset	
+ Add Product		
	Introducing Messenger As an Ad Destination	
	Now you can use Messenger to start conversations with the people who click	
	your ad.	
	Facebook Analytics	
	Set up Analytics	
	Analytics Analytics Try Demo Vew Qaickstart Guide	
	actions people take in your app. If only takes 5 minutes to set up.	
	Facebook Login	
	Active Login Users Trend	
	✓ Monthly Adave Us ✓ Weekly Adave Us	
	🖸 Daily Active Upers	
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://developersfacebook.com/apps/1001216921982568/messenger/		* # Ø # <b>0</b> # 0 i
OBDXBet - APP ID: 1081218921982568 - View Analytics		🗰 Tools & Support Docs 😃 📩
Dashboard	Increase Traffic to Messenger	
Settings Roles	Create ads to help more people discover your experience in Messenger.	
Alerts e		
App Review	Get started	
PRODUCTS	Check out some resources that may help you in development: Quick Start (build a Messenger app in 10 minutes) and Complete Documentation. Also ion our Messenger Platform Developers Community on Pacebook to get latest	
Facebook Login	news and learn more!	
Messenger		
Settings	Token Generation	
Webhooks	Page token is required to start using the APIs. This page token will have all messenger permissions even if your app	
+ Add Product	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 Page Access Token 080X + EAAPXXXXE6/mg8AHDaoMXxIQ6602Cc3RO/mA2CouLmJFKxEcvr2L5s2JbodDRJw0YTSL00GSR0F	
	Cherro Concentration and an anti-approximation of the concentration of t	
	Webhooks Edit events	
	To receive messages and other events sent by Messenger users, the app should enable webbooks integration.	
	siouu enaive econoxis incegaiaxin. Selected events: message, deliveries, message, echoes, message, reads, message, messaging account: linking, messaging, checkout updates,	
	messaging_optins, messaging_payments, messaging_postbacks, messaging_pre_checkouts, messaging_referrals	
	Select a page to subscribe your webhook to the page events Select a Page a Subscribed pages: OBOX	
facebook for developers	Ann Raview for Massannas	



#### **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
i 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	Q,	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 💙 ^ 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.



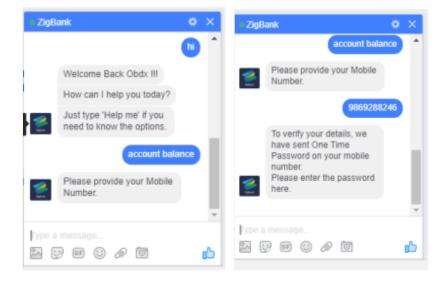
- 14. Click Verify and Save.
- 15. In the Webhooks section of the Messenger settings, select the Facebook page for your digital assistant (or standalone skill).Click Subscribe.

#### 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 i
	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	<ul> <li>Chat (1)</li> </ul>

- 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 <sup>®</sup> 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	
<b> </b> 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 channel	
Channel Type Client Authentication Enabled	Oracle Android 🔹	]
* Max. Token Expiration (Minutes) Session Expiration (minutes)	60 × ^ 60 × A	
	Сгеа	te



- 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"
```

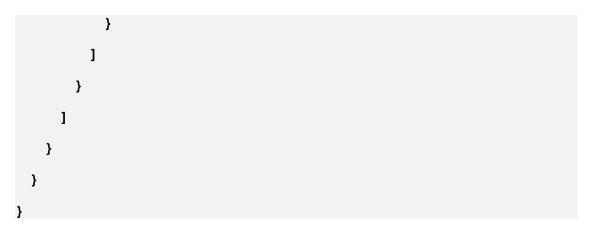


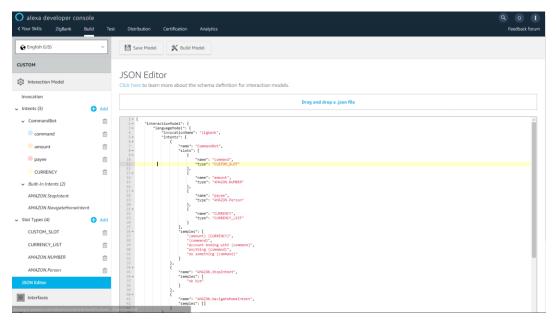
```
1
  }
},
{
  "name": {
    "value": "0045",
    "synonyms": [
       "zero zero four five"
    ]
  }
},
{
  "name": {
    "value": "VODAFONE 4G",
    "synonyms": [
       "vodafone"
    ]
  }
},
{
  "name": {
    "value": "AIRTEL",
    "synonyms": [
       "AIRTEL BROADBAND",
       "bharti airtel"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



```
{
      "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				
<ul> <li>command</li> </ul>	6					
amount	Ō	Skill Invocation Name 🛞				
payee	Ē	kigbank .				
<ul> <li>Built-In Intents (2)</li> <li>AMAZON StopIntent</li> </ul>		-;; 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 outrom 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 control presentation models for outrom wills.				
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.

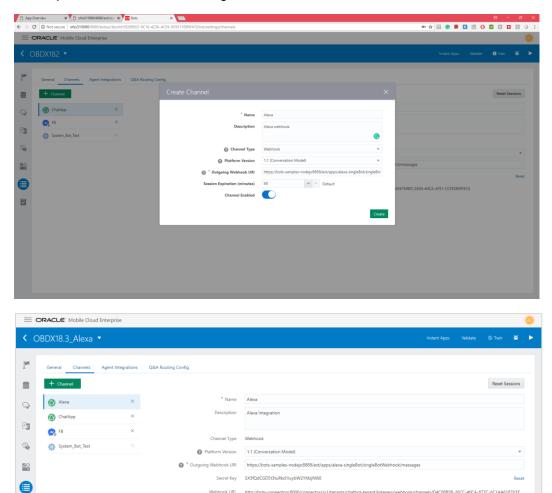
#### Skill ID

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

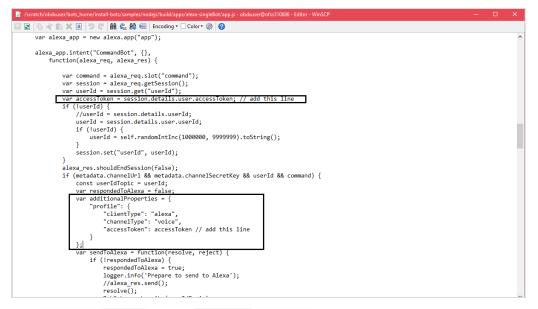


3. You can also edit the welcome message in the app.js.

```
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-		
<ul> <li>Intents (3)</li> </ul>	🗘 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.		
<ul> <li>CommandBot</li> </ul>	由					
command	1	Service Endpoint Type				
finuome 🥯	<b></b>	Select how you will host your skill's service endpoint.				
payee	自	AWS Lambda ARN ③				
CURRENCY	<b></b>	(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					
<ul> <li>Slot Types (4)</li> </ul>	O Add			<ul> <li>My development endpoint is a sub-domain of a domain that has a wildcard certificate fro</li></ul>		
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 Device Display Device Display Device Log	0
English (US)	Skill (7) 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.

