Chatbot Configuration Guide Oracle Banking Digital Experience Patchset Release 22.2.4.0.0

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## ORACLE

Chatbot Configuration Guide June 2024

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## **Table of Contents**

1.	Pre	face1–1					
	1.1	Intended Audience					
	1.2	Documentation Accessibility					
	1.3	Access to Oracle Support1-1					
	1.4	Structure					
	1.5	Related Information Sources					
2.	Purpose						
3.	Тор	ology					
4.	Con	nmon Configurations					
4	4.1	ODA Configurations					
5.	Con	figuring Channels in ODA5–5					
ţ	5.1	Web Channel					
ł	5.2	Android Channel					
ţ	5.3	iOS Channel					
ţ	5.4	Facebook Channel5-7					
ł	5.5	Alexa Channel					
Į	5.6	WhatsApp Channel5-7					

## 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 22.2.4.0.0, refer to the following documents:

Oracle Banking Digital Experience Installation Manuals

•



## 2. Purpose

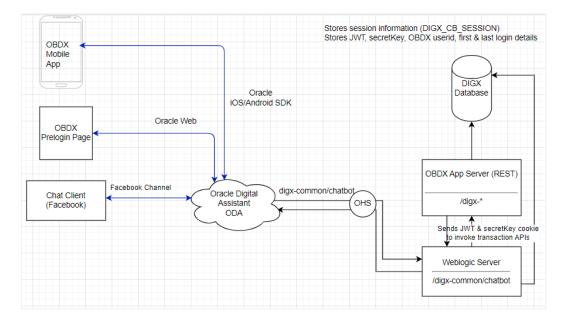
OBDX provides interface for Chatbot module, integrated with Oracle Digital Assistant (ODA) out of the box. It provides end users a chat interface to interact with the bank. Transactions like balance enquiry, fund transfers to payees, enquiring about banking products and details of ATM/Branches can be achieved through chat. This document provides steps to setup OBDX chatbot module with ODA. The prerequisites include:

• ODA setup

**Home** 



# 3. Topology



Home



## 4. Common Configurations

## 4.1 **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.

OBDXT	runkRUNIT				
	n Version Upgrade dated	OBDX231 Version 1.0 21.1 Dat Upperate Platform Version 25.02 & Upgrade Last Updated Tue.4/4/2023, 107 PM	OBDX20.1NodeJS Version 1.0 OBDX20.1NodeJS DETERMINE Platform Version 2007 & Upgrade E : Last Updated Tue, 3/21/2023, 555 PM	OBDX211DEMO       Version 1.0       21.1       Imm       Platform Version       22.0 ▲       Upgrade       Set       Last Updated       Set, 2/11/2023, 345 PM	:
1 of 28 (1-4 of 109 items) IC 4	1 2 3 4 5 28 ♪	ж			

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

≡	Digital Assistant – Version 23.06	4	ටු ⑦ Help ▼ se	ndmail-test-discard(	⊚oracle.com 🔻
<	Skills • OBDX231 Dutt • 1.0 - 23.02		🗸 Validate 🛛 🛱 Finding	s 😴 Train	Preview
Ø	Components				
Ċ	Custom Webview				
	Services (1)	OBDXComponents			
A.12		Service Enabled			
Ð	+ Add Service			Reload	Delete
P	Filter	Name			
ß	OBDXComponents ~	OBDXComponents			
题	<> applyLoan	Description			
ŝ	<> calculatePLEMI	Optional short description for this service			
E.	<> callRepresentative				
ø	<> checkLogin	Ready Platform Version (0)			
	<> creditCardDueDetails	Platform Version 0			
	<> fetchAccounts	Metadata URL 💿			
	<> fetchAccountsForTxn	http://100.76.157.55:7003/digx-common/chatbot/v1/components			
	<> fetchCreditCardDetails	User Name			
	/> fatchi ann tecaunta	weblogic			

- 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-

≡	Digital Assistant – Version 23.06	Ô Ç	Help 🔻	sendmail-test-discard(
<	Skills • OBDX231 @vdt=18-2182 🔊 -	🗸 Valida	te 💢 Fir	ndings 😴 Train
Ø	Settings			
ß	-			
5	General Configuration Digital Assistant Events Q&A Routing Config			
An by	System Parameters			
Ð	Confidence Threshold			
P	0.5	~ ^		
	Confidence Win Margin			
ម្ព	0	~ ^		
	Unexpected Error Prompt			
\$	\${rb('systemConfiguration_errorUnexpectedErrorPrompt')}			
E.	Max States Exceeded Error Prompt			
0	\${rb('systemConfiguration_errorMaxStatesExceededPrompt')}			
	Expired Session Error Prompt			
	<pre>\${rb('systemConfiguration_errorExpiredSessionPrompt')}</pre>			
	OAuth Cancel Prompt			
	<pre>\${rb['systemConfiguration_oauthCancelPrompt')}</pre>			
	OAuth Success Prompt			
https://idcs-o	ad-d501204/bc4d496dac7b74d15a590dce+t0.data.digitalassistant.oci.oc-test.com/botsui//botl/adDA2101D-9498-458E-AA78-92EF03274884i/bot/settings/general#			

6. Configure required entity in a resource bundles (one created/configured in OBDX). At a time chatbot works with single entity. Go to Resource Bundles as shown below-

≡	Digital Assistant – Version 23.06	Q @ Help ▼ sendm	ail-test-discard@oracle.com 🔻			
<	Skills • OBDX231 🔤 •				🗸 Validate 🔀 Findings	😴 Train 🕨 Preview
Ø	Resource Bundles					t Ł
Ċ	User-Defined Intents Q&A Config	uration				
ß						
4 <u>5</u>	Keys (1) 头 筑	DefaultHomeEntity				
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P	entity 😵	Language	Message	Annotation		
P	DefaultHomeEntity	default	OBDX_BU			1 1
5						
\$	$ \langle \langle   1 \rangle \rangle  $					
E.						
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7. Configure OBDX managed server url where OBDX rest apis are hosted -

=	Digital Assistant – Version 23.06		Q (?) Help ▼ sendmail-test-discard@oracle.com				
	Skills • OBDXTrunkRUNIT	-23.04 🔺 🔹	🗸 Validate 🛱 Findings 😴 Train 🕨 Prev				
D	Resource Bundles			t			
3	<b>User-Defined</b> Intents ପୁଜନ Co	nfiguration					
2	Keys (1)	-					
•	+ Add Key	+ Add Language		Filter by Language or Text			
	uri 🛛 😵	Language	Message	Annotation			
	baseUritokenBased	default	http://100.76.157.55:7003/	/ 11			
1							

8. Login to ODA and click OBDXBot > Test

$\leftrightarrow$ $\Rightarrow$ e	0 dhcp-in-ofss-10-180-58-183:8080/b	ui/bot/3F576C41-D485	-4384-9A24-65561939E9EA/intents		x 🖬 🖬 🖬 🔕	11 O E			
ORA	ORACLE <sup>®</sup> Mobile Cloud Enterprise								
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	+ Intent More *	. ▲ Description	n		Test	Reset			
	ATMBranchLocator	× Name *	Locator		Bot Intent Batch	_			
Q	Balance	× Description				hi			
	CustomerCare	×			Hi Marisa III				
	ExitChat	×			I am ZigBank Bot, ready to help you with				
	FAQ-OnlineOpening	×			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	×		Q	How can I help you today?				
	Help	× Enter your e	xample utterances.			int balance			
	HowTo-Opening	× branch near	r me		actor	int balance			
	Payment	× branches in	i goregaon		Please provide your Mobile Number.				
	Transactions	×	II me ATM nearest to me						
	Welcome	× show me å	nch TM near to me						
			nch at goregaon						
		Which ATM	l is near me						
					▶ JSON				
					account balance	Send			

<u>Home</u>



## 5. Configuring Channels in ODA

In addition to Facebook Messenger Channel, OBDX bot can be configured with Oracle Web, Oracle Android and Oracle iOS channels.

Chatbot widget appears on prelogin page in OBDX UI where the login is with mobile number/(OTP or PIN or Soft Token)

For post login, the browser session is automatically used

### 5.1 Web Channel

In order to configure this channel:

1. Choose Development ->Channels-> Users from the menu. Click Add Channel.

Digital Assistant – Version 23.06		Û	⑦ Help ▼ sendmail-test-discard@oracle.com ▼
Channels			
Users Agent Integrations DA as Agent A	Create Channel	×	
Channels (15) C	Name		
	Channel name		
+ Add Channel	Description	Required	Reset Sessions
Filter Re	Optional short description for this channel		
Sort By O Created Descending N	Channel Type O		
	Facebook Messenger	•	
Scroll to view more	Page Access Token		
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		Required	
	App Secret		
	Copy from the Facebook app to here		
	Session Expiration (minutes)	Required	
Se	JESSING LANERGIGETERMENTS ST	Create	Copy Reset

2. Create Oracle Web as the channel type.

Channels					
Channels (15)	OBDX231Web Channel Enabled ®				
obdx	■ Route To OEDX231 Statistics:18-288: ▲ •	Reset Sessions			
OBDXAlexa     OBDX211IOS	Name OBDX23Web Description Contract here description for the description				
OBDX211Android     OBDX231Web	Optional short description for this channel Channel Type				
OBDXWebhook     OBDXSHWEBHOOK	Oracle Web Altowed Domains				
Good to view more	Secret Key	Copy Reset			
	Contraction Enabled	6 new notifications			

3. Route the channel to your skill or digital assistant.



- 4. Switch Channel Enabled to On.
- 5. 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

### 5.2 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.

Digital Assistant – Version 23.06		Ģ 🕜 Help 🔻	sendmail-test-discard@oracle.com 🔻
Channels			
Users Agent Integrations DA as Agent	Applications Events System		
Channels (15) + Add Channel	CBDX211Android Channel Enabled ®		Reset Sessions
obdx 😢 Sort By Created Descending	Route To OBDX211 Ibuti SMI-1a-21.82		
OBDXAlexa	OBDX211Android Description		
OBDX211IOS	Optional short description for this channel		
OBDX211Android	Channel Type		
OBDX231Web	Oracle Android		
OBDXWebhook	Secret Key		Copy Reset
OBDXGSHWEBHOOK     Scroll to view more	Channel Id ac(1):68ad-631a-4b2e-a4b1-b4184a21dd88		
	Client Authentication Enabled		

- 3. Route the channel to your skill or digital assistant.
- 4. Switch Channel Enabled to On.
- 5. Note the channel Id. This is required in app configuration

### 5.3 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.

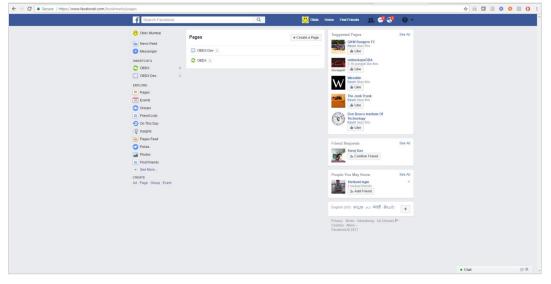


Channels		
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OBDX211IOS     D     OBDX211Android	Description Optional short description for this channel	
OBDX211Ahdroid     OBDX231Web	Channel Type Oracle 10S	
OBDXWebhook     OBDXGSHWEBHOOK	Secret Key Channel Id Channel Id	Copy Reset
<ul> <li>Sored to view more</li> </ul>	Cranner III a5 1871d6-0182-0tff4-a74d-7050f44582df Clerk Authentication Enabled Push Notification Enabled	

- 3. Route the channel to your skill or digital assistant.
- 4. Switch Channel Enabled to On.
- 5. Note the channel Id. This is required in app configuration

### 5.4 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



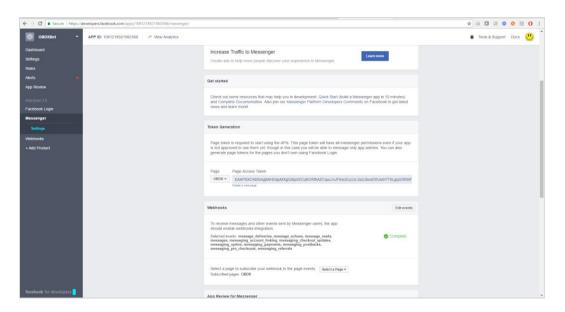
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4. Navigate to dashboard page and note the app secret as it will require in future steps.

← → C ■ Secure   https://d	developers.facebook.com/apps/1081218921982568/dashboard/		x 🖬 🖬 🖬 🛛 🔕 📰 🔿
🐯 OBDXBot 🝷	APP ID: 1081218921982568 - View Analytics		🕷 Tools & Support Docs 🕛
Dashboard			
Settings		Dashboard	
Roles			
Alerts .		OBDXBot o	
App Review		This app is in development mode and can only be used by app admins, developers and lesters [7] API Version [7] App ID	
		V2.8 1081218921982568	
Facebook Login		App Secret	
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Webhooks			
+ Add Product		Introducing Messenger As an Ad Destination     Nor you can use Messenger to start conversations with the progle who click     your as.  Facebook Analytics	
		Set up Analytics Analytics helps you grow your bourness and learn about the actions people take it your app. If only takes 5 minutes to set up	
		Facebook Login	
		Active Login Users Trend	
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facebook for developers			

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.

Development	ORACLE <sup>®</sup> Digital Assistant	nt		? 🖸
i Home	Channels			
Development V				
Skills	Users Agent Integrations D/	A as Agent	Applications System	n
Digital Assistants	+ Channel		Route To	OBDX20.1 DRAFT + 1.0 🔽
Channels	Filter	٩	Channel Enabled	On Reset Sessions
Store	AA_DSST_GA	×	* Name	OBDXFB
Analytics	AA_DSST_web	×	Description	Optional short description for this channel
Settings 🗸	Ø FCR119	×	Channel Type	Facebook Messenger
Downloads	FCR_119Installer	×	Page Access	Reset
	FCUBS_Channel	×	Token	Reset
Documentation	🚫 kukuam_cc	×	Verify Token	wshbC3inSDkmnNPLbR6ufXDicJp4nfQP Regenerate
	🛞 kukuam_oracle_web	×	Webhook URL	- https://oda-ae2cca311e58405abe8c4df4131b850f-da2.data.digitalassistant.o
	OBDX201	×		ci.oraclecloud.com/connectors/v2/listeners/facebook/channels/760276d6-c 3c0-4f60-bdb4-4b757794eba8

- 2. Next, click Add Channel to open the Create Channel dialog.
- 3. Choose Facebook Messenger as the channel type.

Create Channel		×
* Name Description	OBDXFB Optional short description for this channel	]
<ul> <li>Channel Type</li> <li>* Page Access Token</li> </ul>	Facebook Messenger   Copy from the Facebook app and paste it here	
Page Access Token	Copy from the racebook app and paste it here	
* App Secret Session Expiration (minutes)	Copy from the Facebook app to here       60       V       Default	
	Crea	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.



Rout	To OBDX20.1 DRAFT+1.0	
Channel Enal	oled On	Reset Sessions
* Na	Me OBDXFB .	
Descrip	ion Optional short description for this channel	
Channel T	ype Facebook Messenger	
Page Access To	ken ····	Reset
App Se	cret	Reset
Verify To	ken wshbC3InSDkmnNPLbR6ufXDlcJp4nfQP	Regenerate
Webhook	JRL https://oda-ae2cca311e58405abe8c4df4131b850f-da2.data.digitalassistant.oci.oraclecloud.co steners/facebook/channels/760276d6-c3c0-4f60-bdb4-4b757794eba8	m/connectors/v2/li
Session Expiration (minu	tes) 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**

- 1. In Facebook Messenger, be sure that you've selected the project that you initially created for the webhook.
- 2. Click Messenger and then choose Settings .
- 3. Click Subscribe to Events to open the New Page Subscription dialog.
- 4. 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.
- 5. Copy the Verify Token generated by Digital Assistant and paste it into the Verify Token field.

К оврхвот •	APP ID: 1081218921982568	tics						
Dashboard								
Settings			Webh	DOKS Learn More				
Roles								
Alerts •			Pa	je ¥				
App Review								
		Edit Page Subsc		· · · · ·			×	
		Callback URL					_	
			4.ngrok.io	/connectors/v1/tenants/5c82a414-e2d	0-45fd-b6a2-8ca3b9	c09160/listeners/fa	cebook/channels	
Webhooks		Verify Token						
			book will e	cho back to you as part of callback U	RL verification.			
					Cancel Re	emove Subscription	Verify and Save	
				bio	v2.8 * Tes	4 92.8	Subscribe	
				birthday	v2.8 * Tes	4 ¥2.8	Subscribe	
				category	v2.8 * Tes	st v2.8	Subscribe	
				checkins	v2.8 × Tes	st ¥2.8	Subscribe	
				company_overview	v2.8 × Tes	4 ¥2.8	Subscribe	
				conversations	v2.8 × Tes	4 ¥2.8	Subscribe	
				culinary_leam	¥2.8 * Tos	4 ¥2.8	Subscribe	
				current_location	v2.8 * Tos	4 ¥2.8	Subscribe	
foreducels for development https://developers.facebook.com/apps/10	1218921982568/webhooks/#			description	V2.8 * Tos	it v2.8	Subscribe	

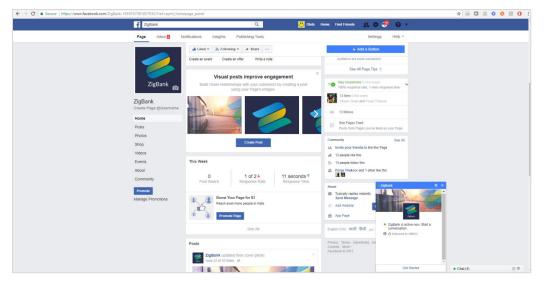
- 6. Under Subscription Fields, select the messages and messaging\_postbacks callback events. The messages event is triggered whenever someone sends a message to your Facebook page.
- 7. Click Verify and Save.



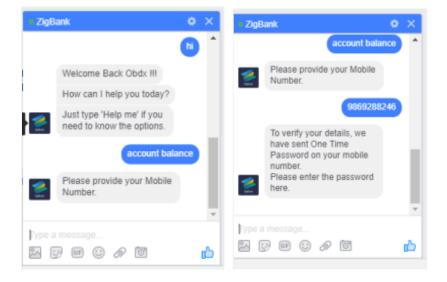
8. In the Webhooks section of the Messenger settings, select the Facebook page for your digital assistant (or standalone skill).Click Subscribe.

#### 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



#### Home

### 5.5 Alexa Channel

Creating an Alexa skill called *Futura Bank* along with a Webhook channel lets you chat with a specific bot.

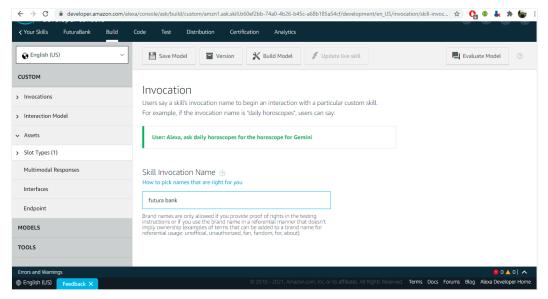
Add the skill information

Set up a developer account in the Amazon Developer Portal.

- 1. Open the Amazon Developer Console.
- 2. Click on 'Create Skill'

miss Alexa Live 2021! An interactive,	virtual event for Alexa skill b	uilders, device makers, st	artups, and busines	s leaders eager to learn more about t	the future of ambient computing and voice technolog
er Now					
<b>s</b> Earnings Pa	ments Hosting	Settings			
ka Skills Skill examples   Learn m	pre				Alexa Skill Insights (Beta)
Q Search by skill name or sk	ill ID			Create Skill	o o o o
SKILL NAME	LANGUAGE	MODIFIED	STATUS	ACTIONS	<b>1</b>
					Check back for more
? FuturaBank	English (US)	2021-07-26	In Dev	Choose action V	The insights in this section have been updated to show opportunities
Custom - Copy Skill ID					to improve your skills. We'll have suggestions for your skills soon.
View all skills				< 1-1 of 1 >	
					To Dos
					Build a Multimodal Alexa Skill
ources					Learn more 🖉

3. Enter Futura Bank (or any name that you want to use to invoke this skill) as the Invocation Name.



4. Add new intent as CommandBot



exa developer console Your Skills FuturaBank Build	Code Test Distribution Certification Analytics		ς, μ <sup>°</sup> sp <b>i</b>
English (US)	🗎 Save Model 🗧 Version 🔀 Build Model 🥖 Update live skill		valuate Model 📀
JSTOM			
Invocations	Alexa Conversations		
Interaction Model	Expand your skill's features with our new deep learning-based dialog manager to create only works for English (US) skills.	natural multi-turn conversations . *	Alexa Conversations
Intents (6)	Enable Alexa Conversations   What is Alexa Conversations?		
Intents (6) V CommandBot			
	Enable Alexa Conversations   What is Alexa Conversations? Intents		
✓ CommandBot		intents	Q
<ul> <li>CommandBot</li> <li>command</li> </ul>	Intents	intents	Q
CommandBot     command     command     Bullt-In Intents (5)	Intents	Intents SLOTS TYPE	Actions
CommandBot Command Built-in Intents (5) AMAZON Cancelintent	+ Add Intent Skill Model Sensitivity ⑦ Recommended v Filter		,O ACTIONS
CommandBot  command Built-In Intents (5)  AMAZON CancelIntent AMAZON. HelpIntent	+ Add Intent Skill Model Sensitivity ⑦ Recommended v Filter		,O ACTIONS Edit

### 5. Add sample utterance to it

Invocations	Updates to sample utterances qualify for instant live updates	tes. Learn more about live updates to your skill.		
Interaction Model				
· Intents (6)	Intents / CommandBot			
✓ CommandBot				
command	Sample Utterances (1) 💿		्रिः Recommendations 🍯 Bull	k Edit 🔥 Export
✓ Built-In Intents (5)				
AMAZON.CancelIntent	What might a user say to invoke this intent?			+
AMAZON.HelpIntent				
AMAZON.StopIntent	{command}			前
AMAZON.NavigateHomeIntent				<1-1 of 1>
AMAZON.FallbackIntent				
Annotation Sets New	Dialog Delegation Strategy 💿			
Intent History	Dialog management is not enabled fv > Why is this dis	abled?		
Utterance Conflicts (0)				
JSON Editor	Intent Slots (1) $_{\odot}$			
Assets	ORDER () NAME ()	SLOT TYPE (?)	MULTI-VALUE ①	ACTIONS
Slot Types (1)	ONDER () NOTIE ()	SLOT THE U	HOLIHWEDE ()	ACTIONS
Multimodal Responses	<b>^</b>			Edit
Interfaces	1 command	CustomSlot	~ <b>()</b>	Dialog Delete
Endpoint				
ors and Warnings				.  0 🛆 0

6. Create custom slot



C 🗎 develope							
sh (US)	✓ 💾 Save Model	Version 🗙 Build Model 🥖 U	Ipdate live skill			Evaluate Mod	del
	Clash Transa						
tions	Slot Types						
tion Model	Slot types define how phra Conversations, all slots, are	ses in utterances are recognized and handled as uments, response types and variables must be	s well as the type of data passed be assigned a slot type. Learn more ab	tween components. In out using Slot Types ar	Interaction Model, all intent s nd learn more about using Slo	slots must be assigned a slot type. In ot Types with Alexa Conversations.	n Alex
(6)	+ Add Slot Type			Filter Slot Ty	/pes		
nmandBot							
ommand	NAME			SLOT VALUES	SLOT TYPE	ACTIONS	
t-In Intents (5)							
ZON.CancelIntent	CustomSlot			2	Custom with values	Edit   Delete	
IZON.HelpIntent							
ZON.StopIntent						<1-1 of 1 :	Slot Ty
ZON.NavigateHomeIntent							
ZON.FallbackIntent							
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ce Conflicts (0)	•						
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Warnings (US) Feedback X	r.amazon.com/alexa/console/ask/	build/custom/amzn1.ask.skill.b60ef2bb-				Terms Docs Forums Blog Alexa D	
	r.amazon.com/alexa/console/ask/	build/custom/amzn1.ask.skill.b60ef2bb- X #ud4Mode					Develop
Warnings (US) Feedback X C M developer						ର୍ 🛧 🔓 🕼 🐇	Develop
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7. Update this CustomSlot in previously added intent



🖨 English (US) 🛛 🗸	🗎 Save Model 🧧 Version 🕺 Build Model 🍠 Update live skill	
USTOM		
Invocations	Intents / CommandBot / command	
Interaction Model	Slot Type	
Intents (6)	Customstlot ~	
CommandBot		
command		
Built-in Intents (5)	Auto delegation is disabled for this interf (set in interf setting).	
AMAZON.Concelintent		
AMAZON.HelpIntent	Multi-Value	
AMAZON.StopIntent	Can this slot contain multiple values? 🕐 💦	
AMAZON.NavigateHomeIntent	Dialogs Validations	
AMAZON Follbockintent		
Annotation Sets Now		
Intent History	: 😥 To use these prompts and utterances in your skill, refurn the Dialog.Delegate directive in your skill's response. Learn more about using Dialog directives.	
Utterance Conflicts (0)		
ISON Editor	Slot Filling	
Assets	is this slot required to fulfill the intern?	
Slot Types (1)		
Multimodal Responses	Slot Confirmation	
interfaces	Does this stot require confirmation?	

- 8. Click Build Model in Build Tab
- 9. Update endpoint and add CA
- 10. Note the skill ID

том			
ocations	Endpoint		
eraction Model			st body contains parameters that your service can use to perform logic and generate a JSON-formatted response. Learn more about AWS Lambda encipoint
sets	The Endpoint will receive POST requests whe here. You can host your own HTTPS web serv	vice endpoint as long as the service meets the rec	a obay contains parameters that your service can use to perform togic and generate a psore-formation response, ceam more about Aws camuoa enclositis uirements described here.
ot Types (1)			
ultimodal Responses	Service Endpoint Type		
erfaces	Select how you will host your skill's service endpoint. Best	practices in choosing lambda regions. Learn more	
idpoint	AWS Lambda ARN     (Recommended)	Your Skill ID ③	amon1.axk.skil.b60#72bb-//4a0-4b26-b45c-a68b188a54cf 🛛 😭 Copy to Clipboard
DELS			
DLS		Default Region ① (Required)	amawslambdx-location>-sws_acrount_ld=function-slambda_name>
		North America ③ (Optional)	
		Europe and India ③ (Optional)	
		Far East ⑦ (Optional)	
	O HTTPS ⊕		



#### Create a Webhook channel in ODA

 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 Futura Bot skill.

annels		
annels (1)	OBDXAlexa	
- Add Channel	Channel Enabled 💿	
		Reset Sessions
dxalexa 😣	Route To	
splay Name Ascending 🔹	OBDX201 Drint skill - 1.0 - 20.06 🛕 💌	
iplay Name Ascending	Name	
OBDXAlexa 🗇	OBDXAlexa	
	Description	
	Optional short description for this channel	
	Channel Type	
	Webhook	
	Payload Version Ø	
	Conversation Model	-
	Outgoing Webhook URi 🛈	
	https://whf00ebe.in.oracle.com:13000/singleBatWebhook/messages	
	Secret Key	
	PcmklEjmefjNZJ8oocMV1QyKhOo9BLvt	Res
	webhook URL https://idcs-ode-d501204fbc4d496dac7b74d15a590dce-t0.data.digitalassistant.oci.oc-test.com/connectors/v2/listeners/webhook/channels/65223783-8657-4287	7 00/ 7 74010

Update amzn\_appId, channelSecretKey & channelUrl in service.js

Run nodeJS script

npm install

node index.js

This must be publicly hosted in https url. Enter this URL in below screen

$\leftrightarrow$ $\rightarrow$ C $\cong$ developer.			b26-b45c-a68b185a54cf/development/en_US/endpoint 🔍 🙊 😭 🚱 😓 🌸 🌚 🗄					
✓ Assets	<ul> <li>nere, tou can nost your own in LPS web service endpoint</li> </ul>	ant as long as the service meets the requiremen	IS DESCRIDED THE.					
> Slot Types (1)								
Multimodal Responses	Service Endpoint Type							
Interfaces	Select how you will host your skill's service endpoint.							
Endpoint	AWS Lambda ARN () (Recommended)							
MODELS	O HITPS 🛞							
TOOLS		Default Region ③ (Required)	https:///e2c15e5d125.ngrok.io/alexa/app					
			My development endpoint is a sub-domain of a domain that has a wildcard certificate from a certificate authority					
		North America ③ (Optional)	Enter URL.					
			Select SSL certificate type					
		Europe and India ③ (Optional)	Enter URL.					
			Select SSL certificate type					
		Far East ③ (Optional)	Enter URL					
			Select SSL certificate type					
Errors and Warnings		🔵 🔵 Buldi	ng Model 10 A 01 A					
English (US)  Feedback X			10 2010 - 2021, Amazon.com, Inc. or its affiliates: All Rights Reserved. Terms Docs Forums Blog Alexa Developer Home					

2. In the Alexa Mobile App - ensure that the skill is visible



### Change the language to English US

11:52		? 🔳		11:52			•	II Ş	<b></b> )
<	DEVICE SETTING	S		<	SKILLS & GAMES		s	Q	EN
These settings a	are only for the Alexa	app.		Disc	over	Categories	Your	Skills	
HANDS FREE									
Alexa responds to your voice any time you say "Alexa" when the app is open and in use.					<b>O</b> Blueprint		<b>1</b> Dev		
Enable Alexa Ha	ands Free								
LANGUAGE			D	)ev 🗸					
English United States				FuturaBank					
GENERAL									
Colour Theme System Theme			a	Alexa o	pen hello v	vorld"			
Sounds			S	ample Sh	ort Descriptio	on			
Device Location	l Manalana (Strans Villeparite FA	Si Mumbri, Muharashtra	,						
Time Zone India Standard Time	(Kolkata)								
Measurement U Celsius, Kilometres	Inits								
Home Comm	Play	Devices More		Home	Communicate	Play	Devices	M	lore



### 5.6 WhatsApp Channel

- 1. Create a channel of type Webhook.
- 2. Map the Skill to this channel & enable the same.

Channels		
Users Agent Integrations DA as Agent	Applications Events System	
Channels (1)	OBDX_Whatsapp	
+ Add Channel		
whatsapp 😵		set Sessions
Sert By Display Name Ascending	Route To OBDXTrunkRUNT method-12-11 A ·	
	Name	
OBDX_Whatsapp	OBDX_Whatsapp	
	Description	
	Optional short description for this channel	
	Channel Type	
	Webhook	
	Payload Version 👁	
	Conversation Model	•
	Outgoing Webhook UBI O	
	https://oda-adui.onrender.com/bot/message	
	Secret Key	
	ao3HaaDqREZUVVIJSTWwWNYB7wwFdZ6u	Reset
	Webhook URL	
	https://oda-ae2cca311e58405abe8c4df4131b850f-da2.data.digitalassistant.oci.oraclecloud.com/connectors/v2/listeners/webhook/channels/6395b07d-e7a6-42a3-968d-3792add5b5a7	
	Session Expiration (minutes)	
	1000	~ ^

- Obtain the NodeJS script from installer. This script resides between Whatsapp Server & ODA.
- 4. Complete the configurations as given in Sec 3.8 WhatsApp configurations of Alert Configuration Guide.
- 5. Note the Webhook URL & secret from above screen & update in NodeJS script.
- 6. Update the long term whatsapp token in MYTOKEN variable in the script.
- 7. Run the shared NodeJS script on any public server.
- 8. Update the url in below Whatsapp Console. The verify token is the one used in mytoken variable in script. Update the outgoing webhook url in ODA channel.

∞ Meta for Develope	rs ≡ App Da	shboard	Docs Tools Support Apps Q Search	4
🕼 ODAChat 🔹	App ID: 90	429750315795	App Mode: Development DLive App type: Business	
☐ Dashboard ☑ Required actions			Quickstart > Configuration	
ô와 App settings 회 App roles	~		Webhook To get alerted when you receive a message or when a message's status has changed, you need to set up a Webhooks endpoint for your app. Learn how to configure Webhooks.	
🗘 Alerts	~		Callback URL © Verify taken © Edit https://oda-adui.onender.com/webhook Edit	
App Review  Products	Add Product		Webhook fields O Manage messages	
Webhooks			Permanent token Learn how to create a permanent token	
WhatsApp Quickstart	^		Селит пол во Севле е реплател Солот	
API Setup Configuration			Phone numbers You have 0 production numbers and 1 test number. Manage phone numbers	
Partner Solutions			ток нате у конскинт палноез яни т кек палное. Маладе рлоне лагоез	
Activity log			Test account Delete your business	
			This will unlink your application and delete your business portfolio, test WhatsApp Business Accounts, and phone numbers.	

Home

