Chatbot Configuration Guide Oracle Banking Digital Experience Release 22.2.0.0.0

Part No. F72987-01

November 2022

ORACLE

Chatbot Configuration Guide November 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 http://www.oracle.com/pls/topic/lookup?ctx=acc&id=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=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 Release 22.2.0.0.0, 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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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
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1	OBDXComponents	Description	Optional short description for this service	
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Ax	CreditCardDueDetails	Platform Version	1.0	
A	♥ fetchAccounts	Service Type	External	
	of fetchAccountsForTxn	👩 * Metadata URL	https://7103a213.ngrok.io/chatbot/v1/components	
×	fetchCreditCardDetails	* User Name	weblogic	
<u>11</u>	Ø fetchLoanAccounts	Password		Reset
	☑ fetchTransactions	Optional HTTP Headers 2		

- 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	
Ē	OBDXComponents		Description	Optional short description for this service	
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3	CreditCardDueDetails		Platform Version	1.0	
Þ	fetchAccounts		Service Type	External	
	fetchAccountsForTxn		🕜 * Metadata URL	https://7103a213.ngrok.io/chatbot/v1/components	
	fetchCreditCardDetails		* User Name	weblogic	
1	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-

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	Digital Assistants	ø	System Parameters				
	Channels	Ŧ	* 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 0, maximum value 1)				
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	rttings 🗸 🗸		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)				
🖹 🗠	ocumentation	0	* Unexpected Error Prompt Oops I'm encountering a spot of trouble. Please try again later The message when there is an unexpected error				
)@	* Max States Exceeded Error Prompt Your session appears to be in an infinite loop.				
		V	The message when the Bot appears to be an infinite loop				
		L.I.	Expired Session crior Prompt Tool session has expired. Prese start again. The message when the session has expired				
			* OAuth Cancel Prompt Authentication canceled.				
		<u>f</u>	OAuth Success Prompt Authentication successfull You can return to the conversation.				
			The message when C4ush authorization succeeds				
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		►	Filter parameters			-	
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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-

≡						?
< s	Skills • OBDX20.1 draft • 10 🔻				Validate	! Train
9	User-Defined Intents Q&A					
φ	+ Кеу	Key		View By Key		v
	Account	DefaultHomeEntity		Filter by Key or Text		
4 m.	AcctOpening	Language	Message	The by key of text		
12	AskAccountType	default	OBDX_BU			
	AskHOTP					
01	AskMobileNumber					
.46	AskOTP					
2	AskTOTP					
	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

Release Configuration								
()	This page displays the list of Java EE applications and standaforce application modules installed to this domain.							
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nain Partitions	To install a new application or module for deployment to targets in this domain, click Install.							
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	emagentsdk_jar(12.4,12.1.0.4.0)	Active		Library	AdminServer	Global		100
		Active		Library	AdminServer	Global		100
	emcure	Active		Ubrary	AdminServer	Global		100
	encuredient_ar	Active		Ubrary	AdminServer	Global		100
	🔲 🏠 encorecommon_jar	Active		Ubrary	AdminServer	Global		100
	🔲 🍖 em corecorade_jar	Active		Ubrary	AdminServer	Global		100
	emcoreints/k_jar(11.2.0.1.0,12.1.0.0.0)	Active		Ubrary	AdminServer	Global		100
	C Cencurepts_jar	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 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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File Commands Tools Favorites Options Help				Add Entract To Test View Delete Find Witzerd Info View	instein Comment SEX			
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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

€ ⇒ G	() dhcp-in-ofss-10-180-58-183:8080/bc	otsui/bot/3F576C41-D485-4384-9A24-65561939E9EA/intents	🖈 🖬 🖬 🖬 🔕 🗔 🚺 🗄
ORA	CLE' Mobile Cloud Enterprise		👰 -
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		sell me branch at goregaen Which ATM is near me	▶ JSON
			sccount 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

← → C ■ Secure https://developers.facebook.com/apps/						x 🖬 🖬 💷 🥥 🕺 🚺 🕴
	facebook for developers	Products Docs Tool	is & Support News Videor		Search My Apps 🔻 😃	
	Q Search apps by tit	le			+ Add a New App	
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	App ID: 10812	218921982568				
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	Sharing on Facebook	Android SDK JavaScriet SDK	Open Graph Debugger Object Browser	Developers Group Marketine Parkners	Case Studies	



← → C B Secure https://developersfacebook.com/apps/10812	218921982568/dashboard/	* 🖬 🖬 🖬 🔹 🔕 🗐 🚺 :
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Dashboard		
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Roles		
Alerts 0	OBDXBOt O	
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webnooks		
	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 Applytics	
	Analytics Analytics Try Demo Wew Quickstart Guide	
	actions people take in your app. If only takes 5 minutes to set up.	
	Facebook Login	
	Active Login Users Trend	
	Monthly Active Us Weekly Active 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 # 0 # 0 i
OBDXBet - APP ID: 1081218921982568 - View Analytics		🗰 Tools & Support Docs 😃 📩
Dashboard	Increase Traffic to Messenger	
Settings Datase	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 kee our Messenger Distorm Devalopment Community on Earstook to get interf	
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	
	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	
	siouru enabe recentoria negalalari. Selected events message dellevries, message_echoes, message_reads, messages.messaging account linking, messaging checkout undates.	
	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 Assistant			? 🔾
i Home	Channels			
Development V				
Skills	Users Agent Integrations DA as Ag	ent Applications Syste	m	
Digital Assistants	+ Channel	Route To	OBDX20.1 DRAFT - 1.0	
Channels	Filter	Channel Enabled	On	Reset Sessions
	() AA_DSST_GA	* Name	OBDXFB	
Store	AA_DSST_web >	Description	Optional short description for this channel	
↓ 🏕 Settings 🗸 🗸	6 FCR119	Channel Type	Facebook Messenger	
1 **	FCR_119Installer	Page Access	-	Reset
Downloads	FCUBS_Channel	Token		
Documentation	🚫 kukuam_cc 🔅	Verify Token	wshbC3InSDkmnNPLbR6ufXDlcJp4nfQP	Regenerate
	🜔 kukuam_oracle_web	Webhook URL	https://oda-ae2cca311e58405abe8c4df4131b850f-da2.data	a.digitalassistant.o
	OBDX201	<	ci.oraclecloud.com/connectors/v2/listeners/facebook/chan 3c0-4f60-bdb4-4b757794eba8	nels/760276d6-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	
⑦ 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 v A Default	
	Crea	ite

- 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	
? Channel 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.

K to to the total	APP ID: 1081218921982568	lytics				🕷 Tools & Support Do
		1	Webhooks Learn More			
			Page 🛩			
		Edit Page Subscrip	tion		×	
		Callback URL				
Messenger		httpS://635b4764.r	grok.io/connectors/v1/tenants/5c82a414-e2	d0-45fd-b6a2-8ca3b9c09160	listeners/facebook/channels	
Add Droduct		Verify Token				
		Token that Facebo	ok will echo back to you as part of callback t	JRL verification.		
				Cancel Remove 5	ubscription Verify and Save	
			bio	v2.8 * Test	v2.8 * Subscribe	
			birthday	v2.8 * Test	v2.8 × Subscribe	
			calegory	v2.1 v Test	V2.1 × Subscribe	
				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	
- foreback for developer	112180210825566Aughbooks28		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

C Televis	0	The state strength and forwards and	0 1 0 -		
1 Zigbank	4	Coat nome rearrands			
Page Inbox 🔁 N	Intifications Insights Publishing Tools	S	ettings Help •		
	🖆 Liked 👻 🔊 Following 👻 🏕 Share \cdots	+ Add a B	utton		
	Create an event Create an offer Write a note	audience are more suc	cesstul.		
		See All Page	Tips (†		
	Visual posts improve engagement				
ZigBank 👩	Build closer relationships with your customers by creatin using your Page's images.	ng a post To the sponse rate, 1	-mins response time		
ZieDeek		13 likes 0 this week			
Create Page @Username		wash originate ro			
Home		JEL 13 follows			
Posts		E See Pages Feed	/ve liked as your Page		
Photos					
Shop	Create Post	al. Invite your friends to b	See All		
Videos		ulir 13 people like this			
Events	This Week	3 13 people follow this			
About	0 10124 11 se	conds T A	ner like this		
Community	Post Reach Response Rate Respo	onse Time	• Zeflank 0 1		
Promote		Typically replies instantly		-	
Manage Promotions	Boost Your Page for \$3 Reach even more people in India	Send Message	The second second		
		 Add Website 	7ieRant	1	
	Promote Page	App Page	Zglas		
	See All	English (US) - मराठी - हिन्दी - उ	J conversation.		
	Parts	Privacy - Terms - Advertising	Ad		
		Cookies - More - Facebook © 2017			
	ZigBank updated their cover photo. June 22 at 10 58am - 49				
			Get Started		

- 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.

Devel	lopment	ORACLE [®] Digital Assistan	t			? 🖸
ñ	Home	Channels				
🗖	Development 🗸 🗸 🗸					
	Skills	Users Agent Integrations DA	as Agent	Applications System	n	
	Digital Assistants	+ Channel		Route To	OBDX20.1 DRAFT - 1.0	
	Channels	Filter	Q	Ochannel Enabled	On	Reset Sessions
	Store	OBDXWeb	×	* Name	OBDXWeb	
9	Analytics	🗱 slack	×	Description	Optional short description for this channel	
\$	Settings 🗸 🗸	Page 2 of 2 K < > >		Channel Type	Oracle Web	
±	Downloads			Allowed Domains	×	
B	Documentation			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.

	orraorigent	Applications System					
+ Channel		Route To	OBDX20.1 DRAFT - 1.0				
ilter	Q,	Ochannel 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			

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 chann	el
O Channel Type	Oracle Android	Ŧ
Client Authentication Enabled		
* Max. Token Expiration (Minutes)	60 × ^	
Session Expiration (minutes)	60 💙 ^ Defau	lt
		Create



- 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		\times
* Name		
Channel Type	Optional short description for this channel Oracle iOS	
Client Authentication Enabled		
* Max. Token Expiration (Minutes)		
Session Expiration (minutes)	Create	2

- 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	☆ 🖾 🕝	K RP	0 🚾 🛛	
🔿 alexa	developer cons	ole			٩	P :
						Feedback forum
*** Ma	ke Money with Your A	Alexa Skills ***				
On May you can goods c highest	3, we announced gener sell premium digital co or services through your customer engagement	ral availability of in-skill pu ntent that enriches your sl skill. You can also continu through Alexa Developer I	irchasing (ISP) ar kill experience. W e to make mone Rewards. Learn n	nd Amazon Pay /ith Amazon Pay y for eligible ski nore.	for Alexa Skills ny, you can sell ills that drive s	s. With ISP, physical ome of the
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				C	reate 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				
command	Ê	Skill Invocation Name				
amount	8					
CURRENCY	6					
 Built-In Intents (2) AMAZON.StopIntent 		- 🉀 : 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, "a, b, c."). Other characters like numbers must be spelled out. For example, "twenty one".				
Slot Types (4) CUSTOM_SLOT	🔂 Add	Invocation names, cannot contain any of the Alexa skill launch phrases such as "saunch", "test", "test", "test", "begin", and "tenable". Wake words including "View", "Amazon", "Echo", "Computer", or the words "skill" or "app" are not allowed. Learn more about invocation names for custom skills. Changes to guoru skills invocation name will not take effect unit you have bailty suor skills interaction model. In order to successfully build, your skills interaction model must contain an intent with at lear one sample uterianse. Learn more about creating interaction models for custom skills.				
CURRENCY_LIST	Ē					
AMAZON.NUMBER	Ē					
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)		A save Endpoints				
CUSTOM						
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-		
 Intents (3) 	🔁 Add	formatted response. Learn more about	AWS Lambda endpoints here. You	can host your own HTTPS web service endpoint as long as the service meets the requirements described here.		
- CommandBot	B					
command	1	Service Endpoint Type				
mount 🥯	自	Colore house will have some shifty consists metaning				
payee	自	avoid the second s				
CURRENCY		(Recommended)				
✓ Built-In Intents (2)		O HTTPS ()				
AMAZON StopIntent			Default Region (*) (Required)	https://dcb87185.ngrok.io/ext/apps/alexa-singleBot/alexa/app		
AMAZON NavigateHome	Intent					
🐱 Slot Types (4)	O Add			My development endpoint is a sub-domain of a domain that has a wildcard certificate fro ~		
CUSTOM_SLOT	8					
CURRENCY_LIST	ė		North America (1) (Optional)	(Enter US).		
AMAZON.NUMBER	自					
AMAZON.Person				Select SSL certificate type		
JSON Editor						
Interfaces			Europe and India ① (Optional)			
🖗 Endpoint				Select SSL certificate type		
614 · · · · · ·						
γφγ Intent History			Far East 🛞	form 100		

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.

Test is enabled for this skill Z Skill Atexa Simulator Manual JSON Voice & Tone English (US) Pype or click and hold the mic ack algebraic Skill (/ ack algebraic Skill	VO Device Display Device Log Welcame to Zig Bank. How may I help you?	0
ask zigbank Skill (/	0	
Vettome to Zig Bank. How may Help pair	<pre>ppt JOON COMPART """"""""""""""""""""""""""""""""""""</pre>	<pre>very i { ''''''''''''''''''''''''''''''''''</pre>



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 ' Geogle *				
		Google				
		Authorization Teken * Enter the token obtained from Google.				
		Optional HTTP Headers				
		Create				

In case input language to chatbot is other than english, configure translation services as shown above.

