

RASA Integration with WhatsApp

Step 1: Training a RASA Chatbot

Step 2:

- Signing for a Twilio account
- Create a project
- Enable WhatsApp Sandbox under Programmable SMS

Add Twilio channel to your RASA **credentials.yml** file

twilio:

```
account_sid: "<TWILIO ACCOUNT ID>"  
auth_token: "<TWILIO AUTH TOKEN>"  
twilio_number: "whatsapp:<TWILIO NUMBER>"
```

Step 3: Launching rasa instance using ngrok

- Add your Rasa Twilio Webhook to Sandbox configuration

References:

<https://medium.com/@alfredpfrancis/integrate-rasa-with-whatsapp-1b1477b51090>

<https://www.twilio.com/en-us/whatsapp/pricing>