Machine Learning of AI Chatbot

Louis

Outline

- ChatBot
- Python LINE Bot SDK
- Heroku registered
- Line Developer
- Line Bot Channel
- Line Bot Set
- Heroku CLI
- Git
- Heroku & Line

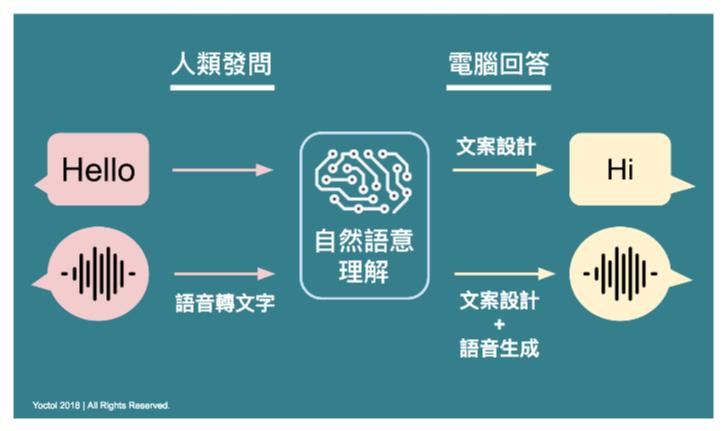
ChatBot

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聊天機器人 (ChatBot)

- 對話或文字進行交談的電腦程式
 - 客戶服務
 - 資訊獲取
- IM bot (即時通訊軟體作為互動平台)
 - Facebook Messenger
 - LINE
 - WeChat
 - 聊天用的 app,就可以享受機器人的服務

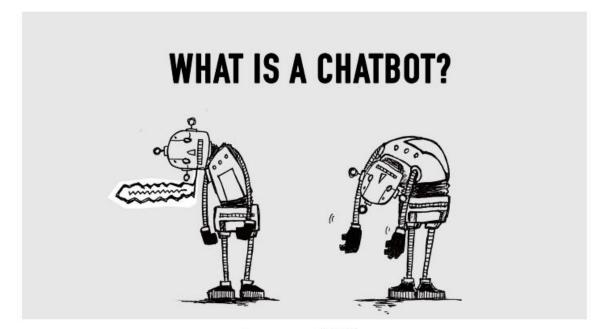
ChatBot



圖片來源:YOCTOL

Chatbot vs ML

- Chatbot vs ML
 - Chatbot 一定要要包含機器學習的成分?
 - Chatbot 遵從指令做事的能力

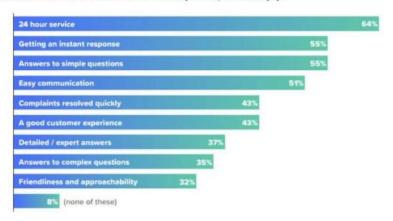


Chatbot 優點

- Chatbot 優點
 - 省時省成本
 - 累積名單
 - 行銷推播(發訊息)
 - 自動行銷流程
 - 即時回覆

Potential Benefits of Chatbots

If chatbots were available (and working effectively) for the online services that you use, which of these benefits would you expect to enjoy?



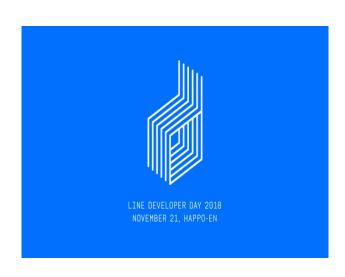
Python LINE Bot SDK

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Python LINE Bot SDK

• Line Developer

Heroku







• Heroku 帳戶



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NEW

Heroku Postgres PGX: New Plans, More Possibilities

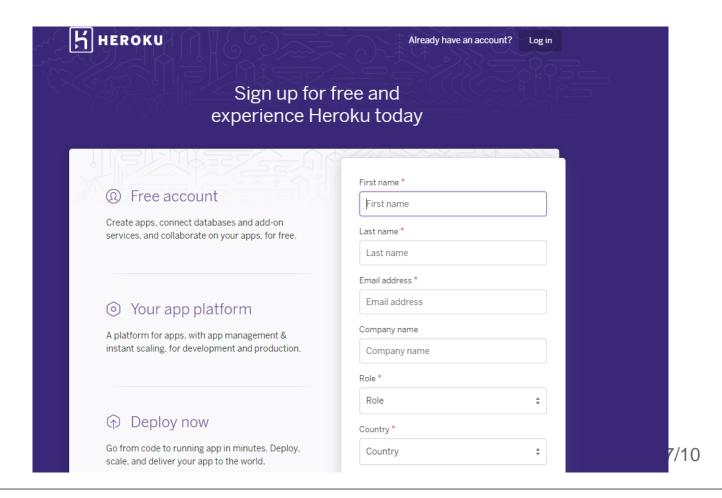
We're excited to announce our new lineup of Postgres production plans. PGX Plans introduce larger database sizes, more generous resource allocations, and a broader set of options to suit your needs and to help your applications scale more smoothly.

SIGN UP FOR FREE

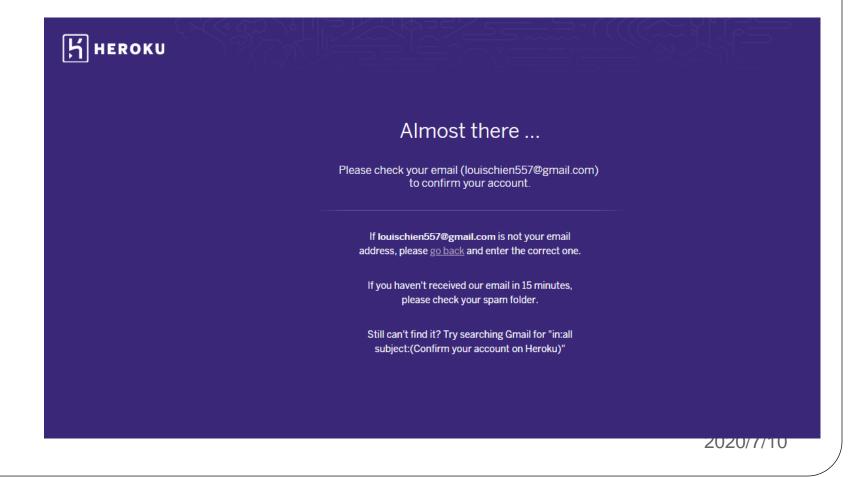
Explore Heroku Postgres

Read our Announcement

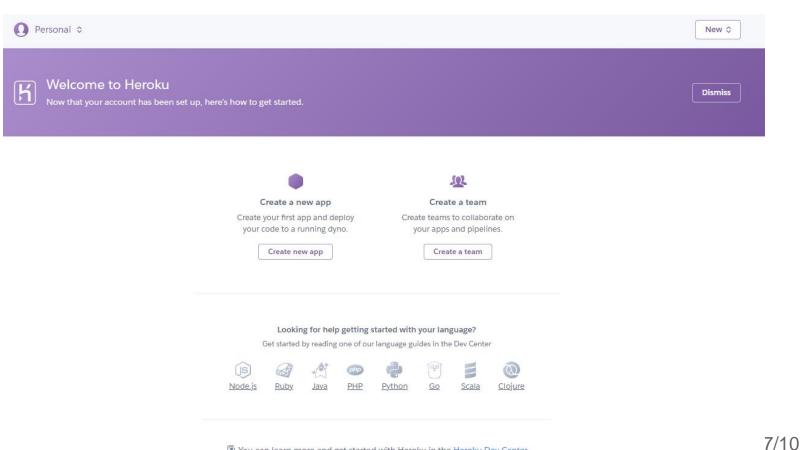
• Sign up



• Confirm @s2xxxxxxxx@



Login



New -> Create New App

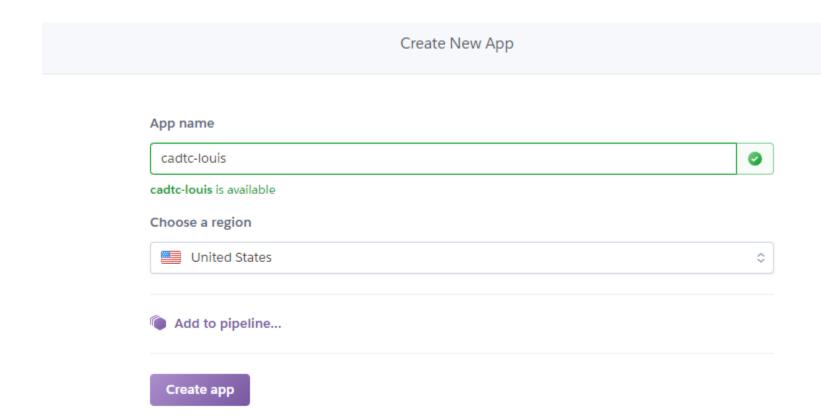


Create a new app

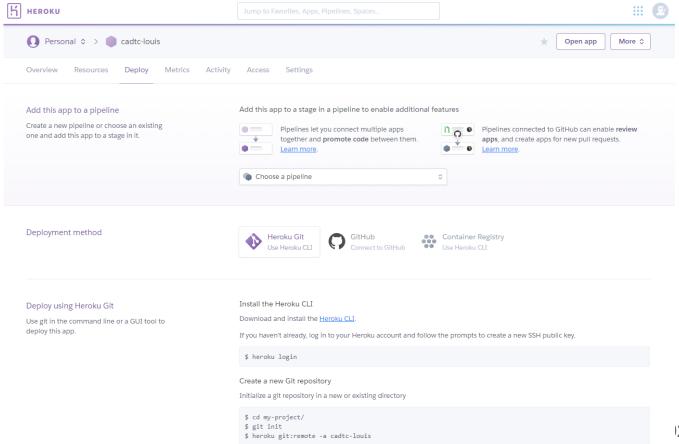
Create your first app and deploy your code to a running dyno.

Create new app

App name



• Create OK



Line Developer

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Line Developer (API)

- Line Messaging API允許在 bot 應用程序的服務器和 LINE 平台之間傳遞數據。
- 當用戶向您的機器人發送消息時,會觸發webhook 並且LINE平台會向您的 webhook URL發送請求。然 後,您的服務器向LINE平台發送請求以響應用戶。 請求以JSON格式通過HTTPS發送

Line Developer (API)

- 餐廳訂位服務的 @eztable
- 計程車叫車服務的 @taxigo
- 英文學習的 @voicetube
- 推薦鄉民熱門文章的 @poller.ai

- 第一:正確設定HTTPS
 基於資料通訊安全的因素,在LINE平台上開發應用 服務的所有資料傳送都必須透過加密通道。因此, 當開發者架設LINE Messaging API的Webhook伺服器 時,一定要使用HTTPS通訊協定。
- 如果HTTPS伺服器沒有正確設定成功,Webhook程式將無法收到LINE平台的任何事件訊息,並且管理者們會收到來自LINE平台的警示電子郵件,內容的錯誤原因會顯「UNCLASSIFIED」

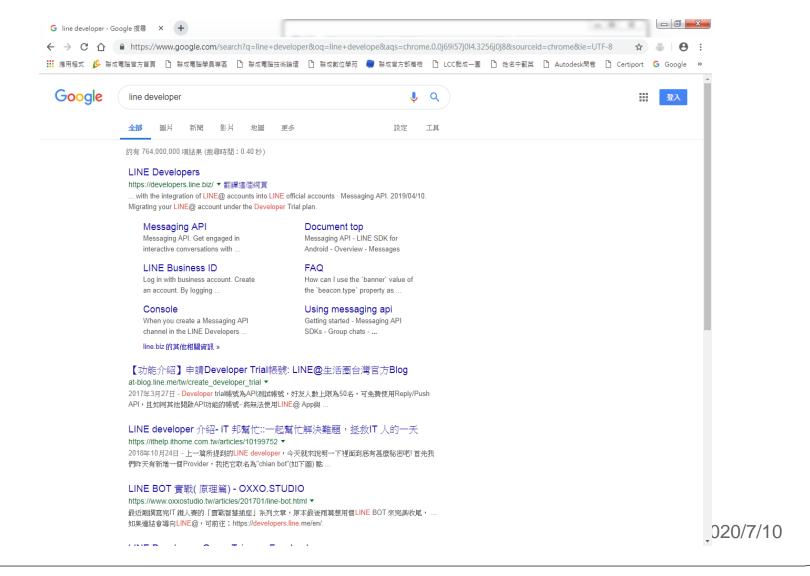
- 第二:驗證訊息來源 當開發者的Webhook伺服器收到以POST方式所傳送 的LINE事件訊息時,必須要立即驗證該事件訊息是 否真的來自LINE平台,以避免被偽造的訊息所欺騙 造成資訊安全危機。
- 標準的驗證方式是檢查所收到HTTP請求標頭 (HTTP request header)中的數位簽章。如果該 HTTP POST訊息是來自LINE平台,在HTTP請求標 頭中一定會包括X-Line-Signature項目,該項目的內 容值是即為數位簽章。例如:

```
FOST /callback HTTF/1.1
X-Line-Signature: j9plsXsb0yCyIEE8cEsmHbp9eHc85P2DQBVH1RKiQLk=
Content-Type: application/json; charset=UTF-8
Content-Length: 223
Host: callback.sample.com
Accept: */*
User-Agent: LineBotWebhook/1.0

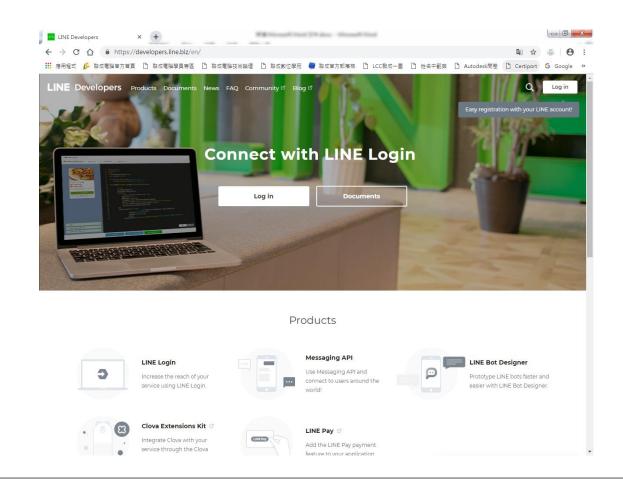
{"events":[{"type":"message","replyToken":"1234567890abcdef1234567890abcdef","source":
{"userId":"U1234567890abcdef1234567890abcdef","type":"user"},"timestamp":1500052665000,"message":
{"type":"audio","id":"1234567890123"}}]}
```

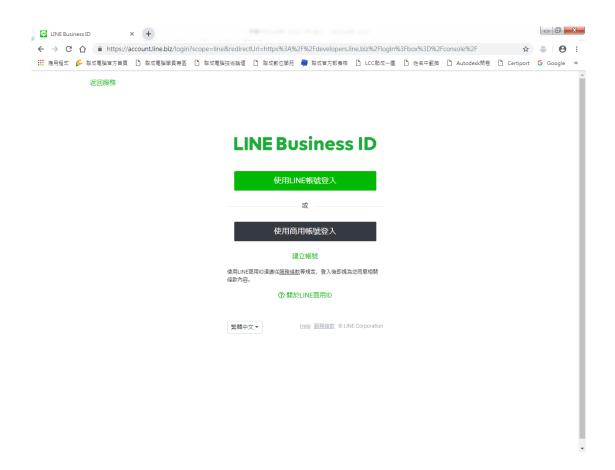
• 第三件事:LINE平台所傳送的事件是一個陣列 這是初學LINE聊天機器人的開發者易犯的一個錯誤。 可能是因為全新的Messaging API帳號沒有大量的事 件訊息傳入,每次所收到事件幾乎都只有一筆資料, 所以開發者會誤以為每個事件訊息只需要處理一筆 資料。事實上,LINE平台傳送給Webhook伺服器的 HTTP請求本體是包括一個或多個Webhook事件物件 的JSON格式物件,例如:

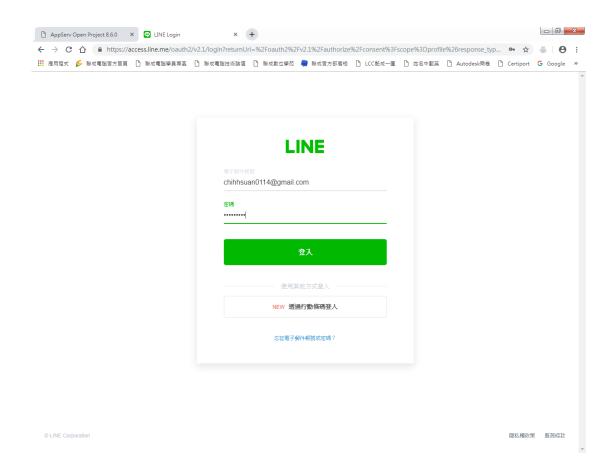
```
"events": [
   "replyToken": "nHuyWiB7yP5Zw52FIkcQobQuGDXCTA",
   "type": "message",
   "timestamp": 1462629479859,
   "source": {
     "type": "user",
     "userId": "U206d25c2ea6bd87c17655609a1c37cb8"
   "message": {
     "id": "325708",
     "type": "text",
     "text": "Hello, world"
   "replyToken": "nHuyWiB7yP5Zw52FIkcQobQuGDXCTA",
   "type": "follow",
   "timestamp": 1462629479859,
   "source": {
     "type": "user",
     "userId": "U206d25c2ea6bd87c17655609a1c37cb8"
```

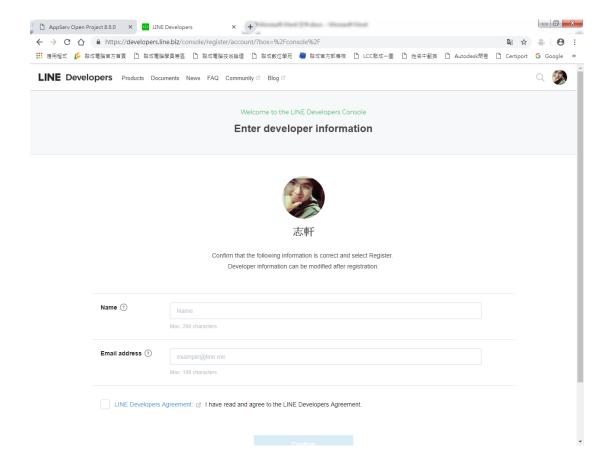


Line developers



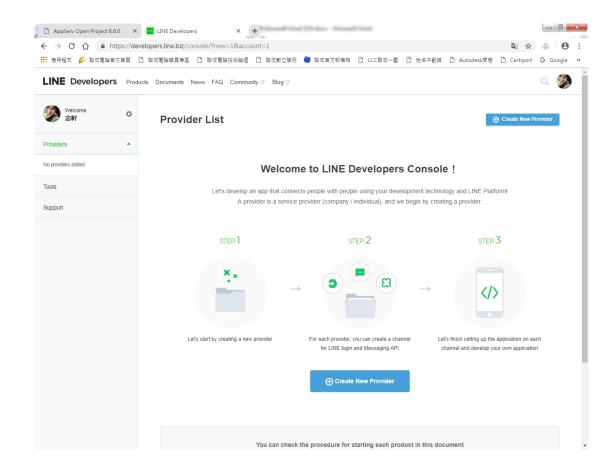




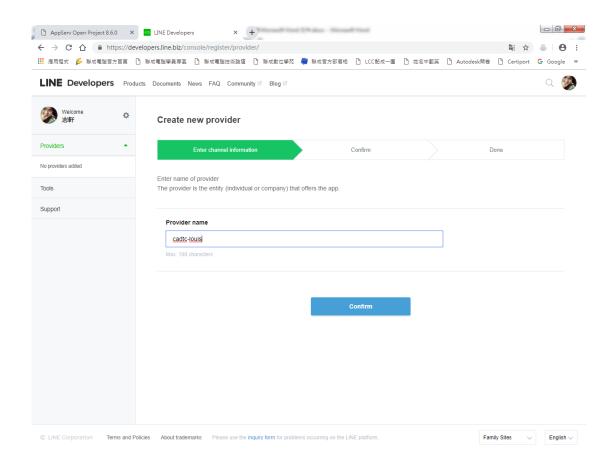


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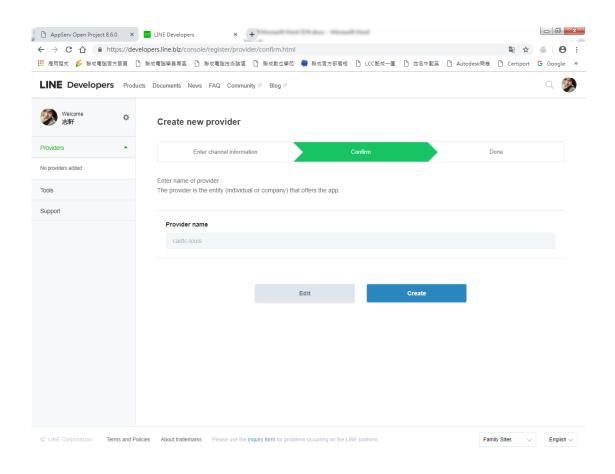
• Line Bot Channel



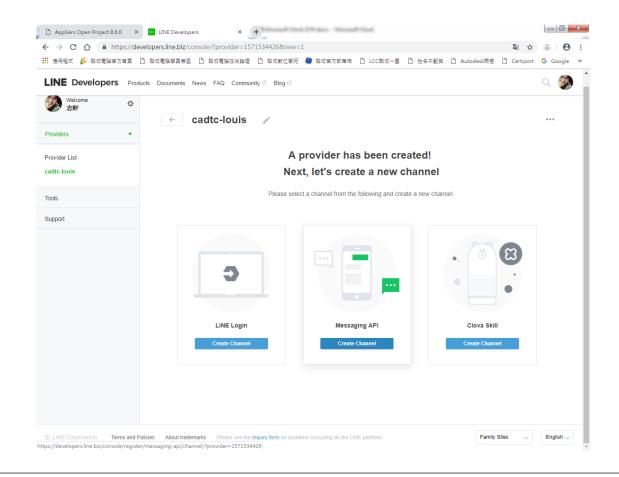
• 創建提供者



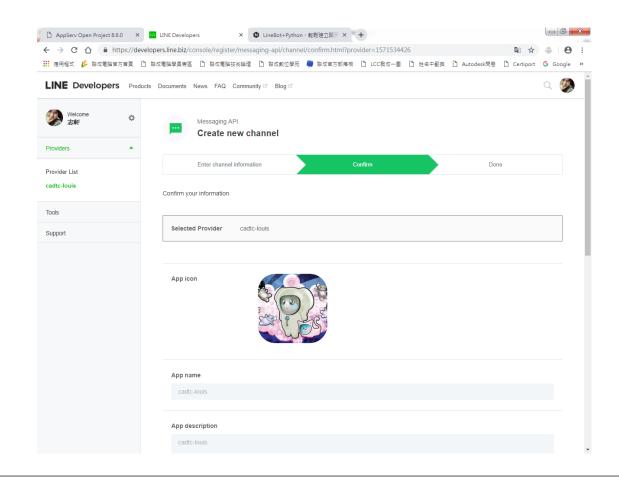
• 填入提供者名稱



• 點擊 Create Channel

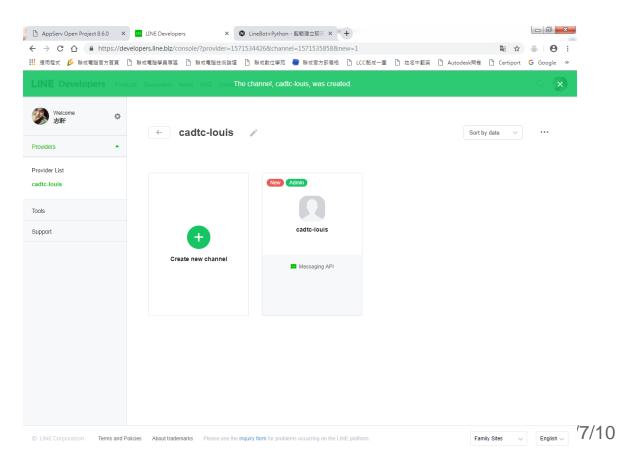


• Bot 資訊



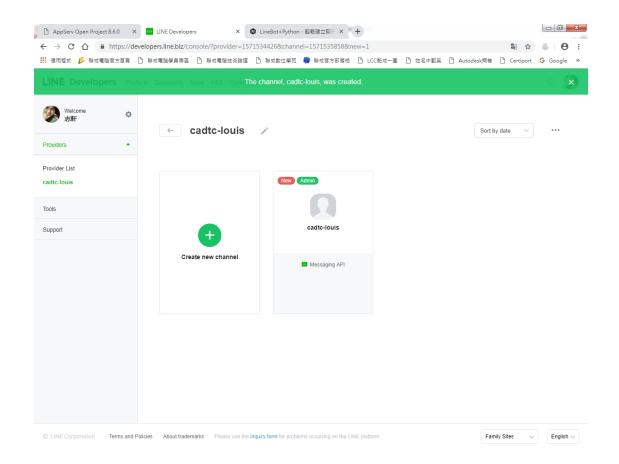
Line Bot Channel

- 同意 Line 條款,
- 並接 Create



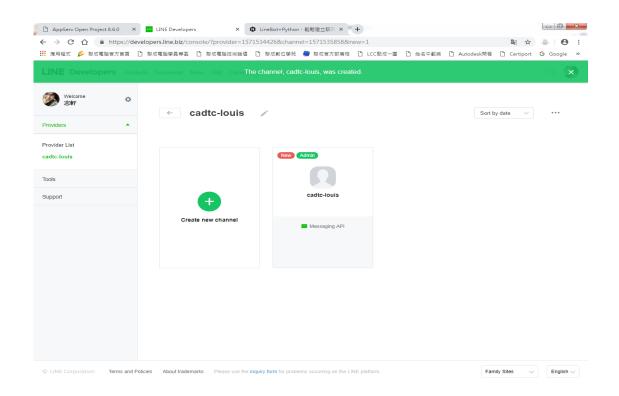
Line Bot Channel

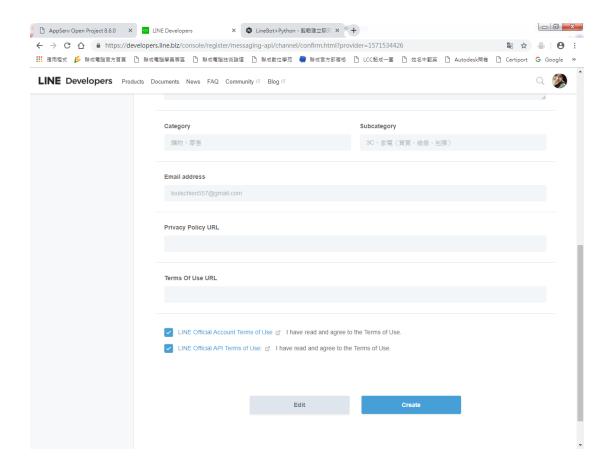
• 選擇剛剛創建的 Bot



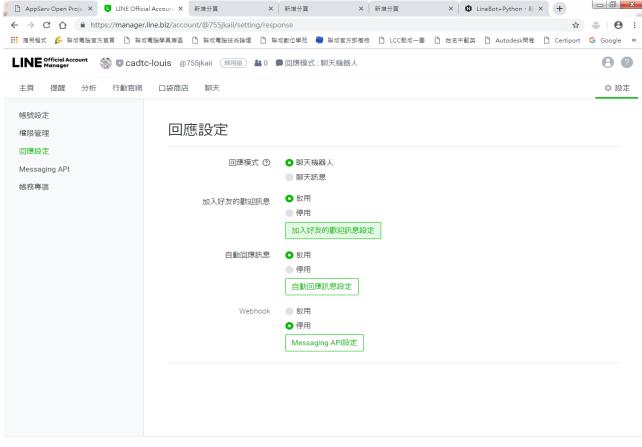
Louis

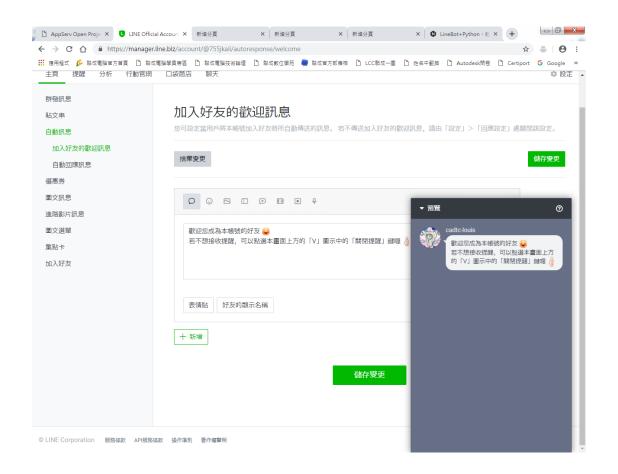
• 設定範例機器人

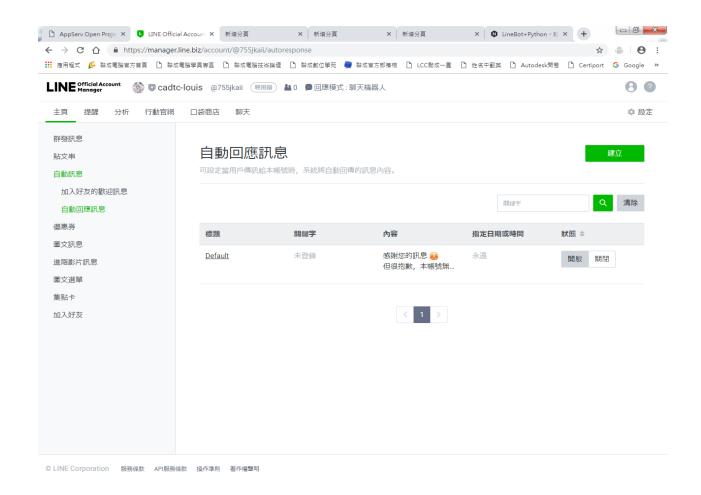


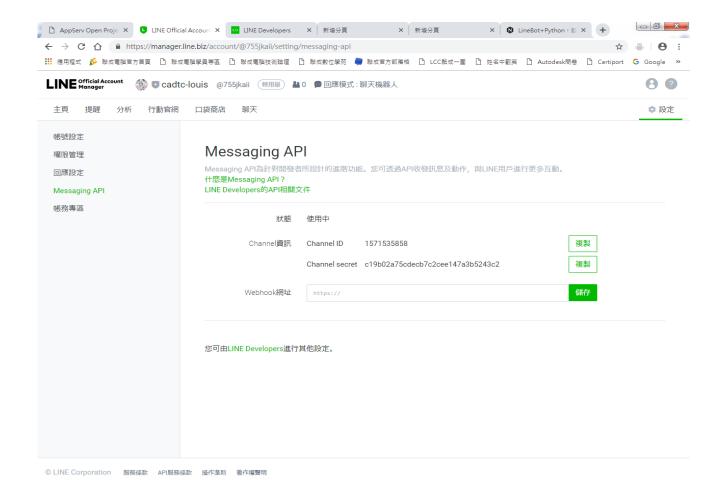


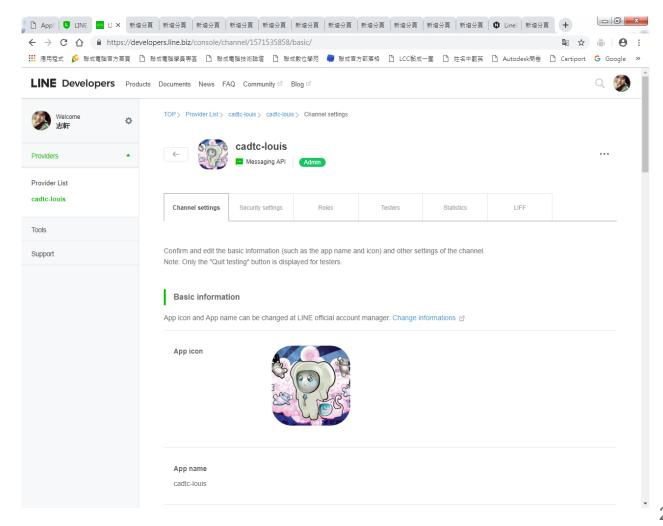
• Line Bot Test



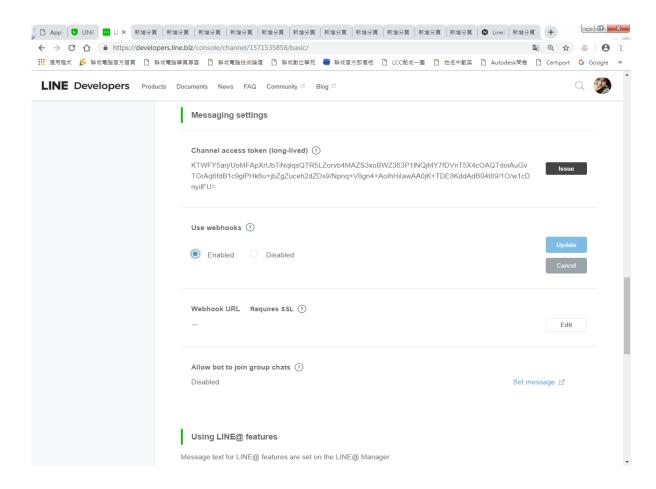




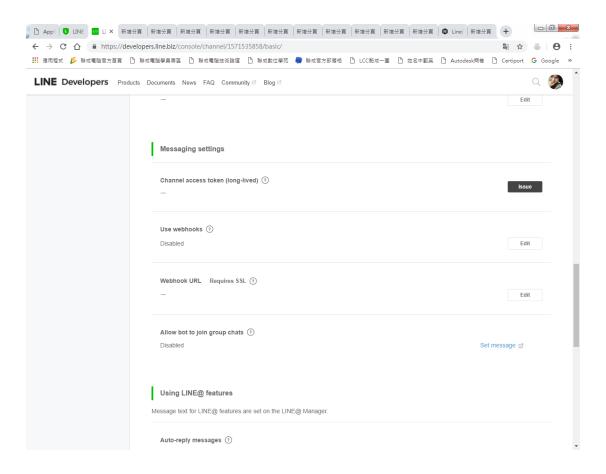




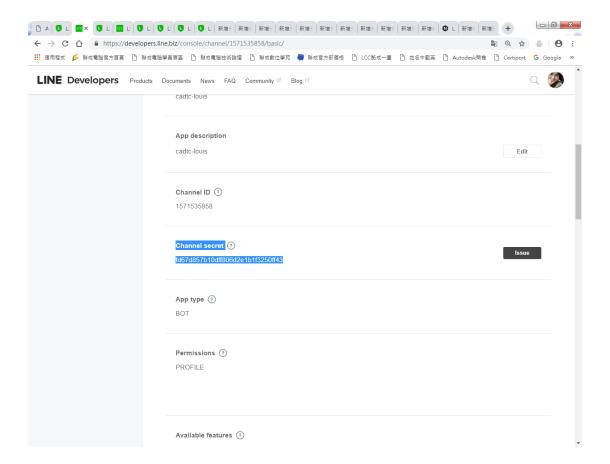
• 開啟 webhook



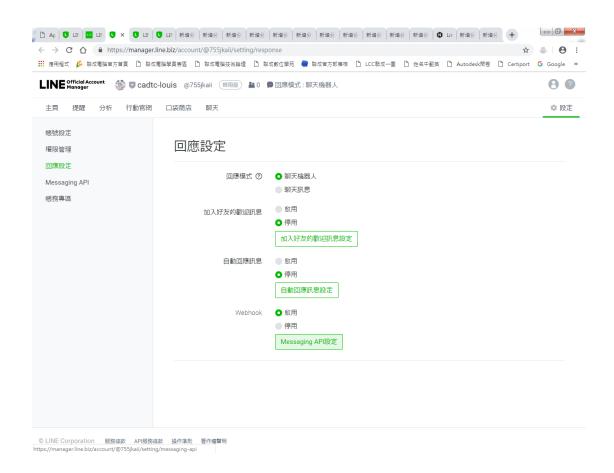
• 產生 Channel access token



• 取得 Channel secret



• 停用自動回覆啟用webhook



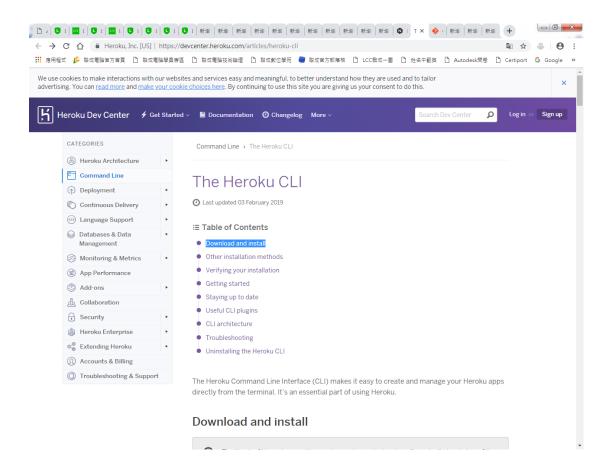
• 開啟範例程式碼資料夾內的 app.py,將剛剛取得的 channel secret 和 channel access token 填入

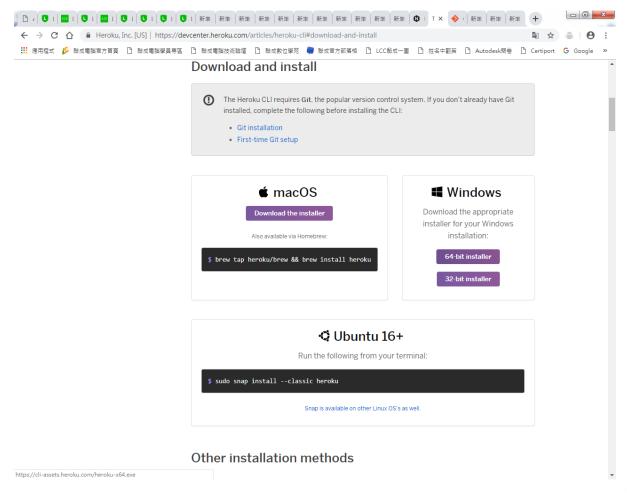
```
楊雲(F) 編輯(E) 授尋(S) 檢視(V) 編碼(N) 語言(L) 設定(T) 工具(O) 巨集(M) 執行(R) 外掛(P) 視窩(W) ?
    from linebot.models import
         MessageEvent, TextMessage, TextSendMessage
29
    from linebot.utils import PY3
31
    # get channel secret and channel access token from your envir
    channel secret = os.getenv('LINE CHANNEL SECRET', None)
    channel access token = os.getenv('LINE CHANNEL ACCESS TOKEN',
35 pif channel secret is None:
36
         print('Specify LINE CHANNEL SECRET as environment variable
 37
         sys.exit(1)
    pif channel access token is None:
 39
         print('Specify LINE CHANNEL ACCESS TOKEN as environment v
40
         sys.exit(1)
 41
    line bot api = LineBotApi(yycNXto2sDb4oEDU4cbWUGo6dI6UKDe75AJ
    parser = WebhookParser (fd67d857b10dff806d2e1b1f3250ff43)
44
45
46 pdef application (environ, start response):
         # check request path
47
```

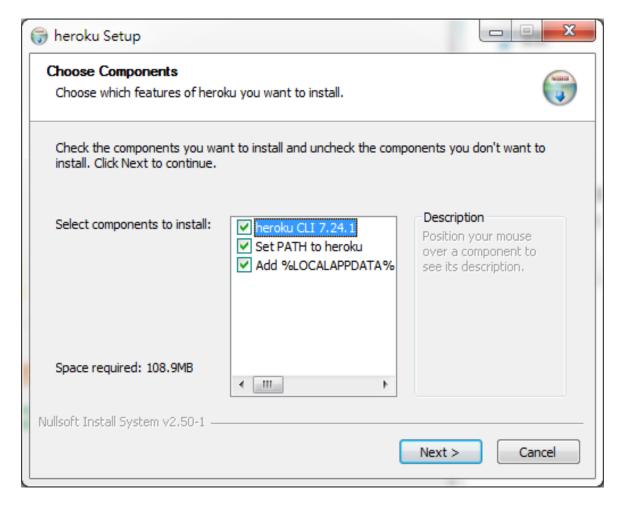
Heroku CLI

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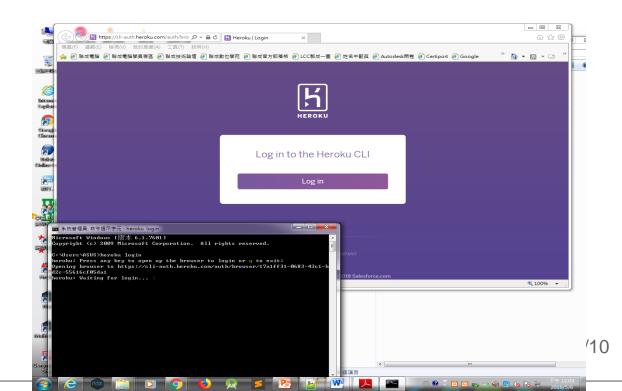
- 程式放進 Heroku 上
- 下載並安裝 <u>Heroku CLI</u>、<u>Git</u>
- 下載範例資料夾,在路徑上輸入 cmd
- 使用終端或命令行應用程序登錄到 Heroku

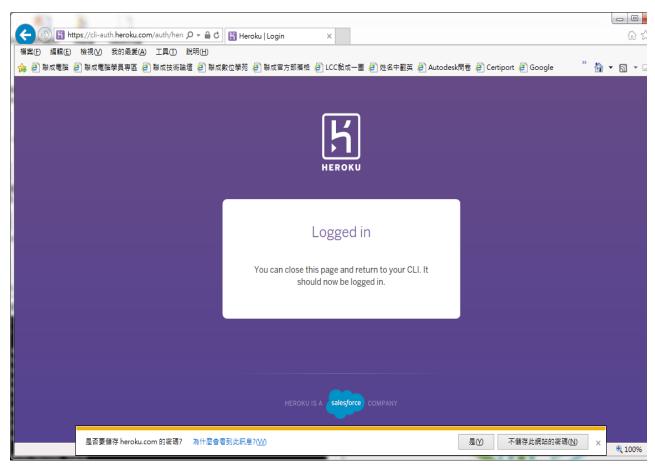


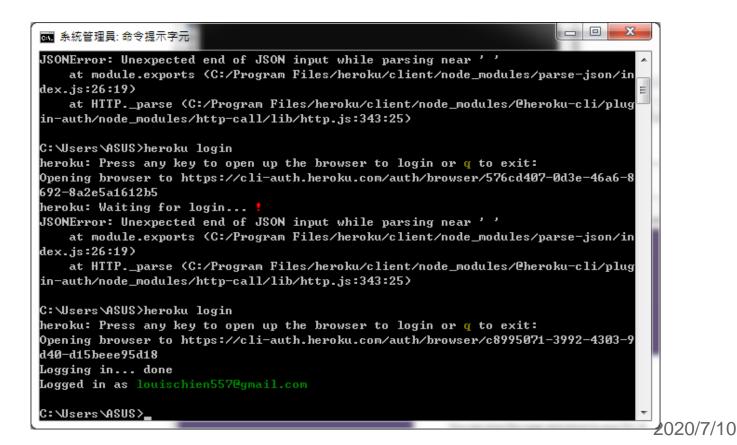




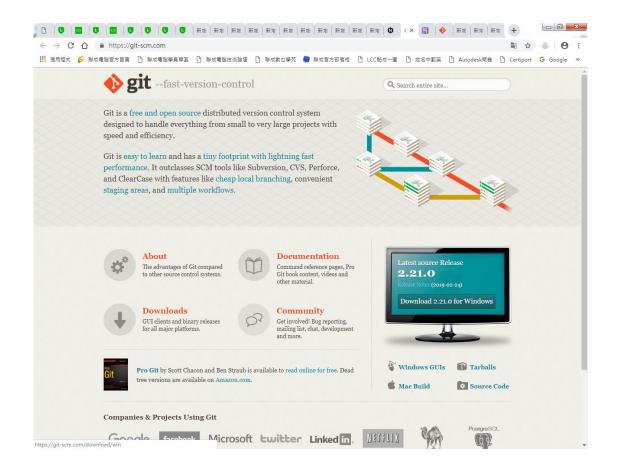
- heroku login
- 下載範例資料夾,在路徑上輸入 cmd
- 使用終端或命令行應用程序登錄到 Heroku

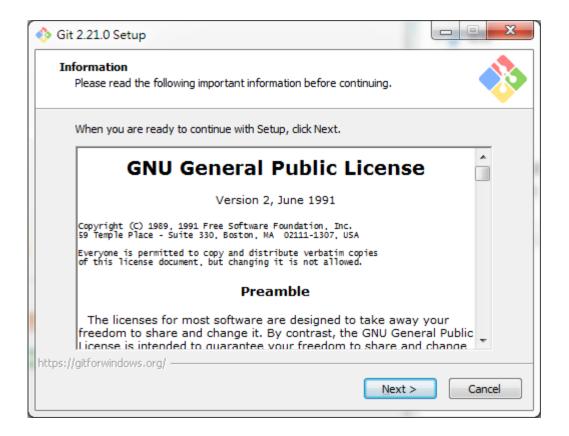






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- 初始化 git
 - \$ git config --global user.name "username" \$ git config --global user.email "email"
- 初始化 git
 - git init (注意:僅第一次使用時要輸入)

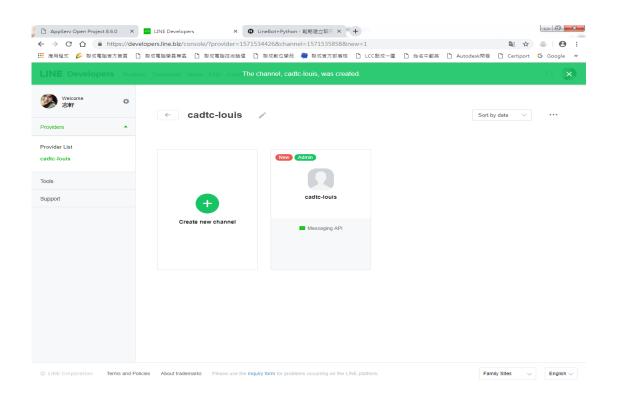
- 用 git 將資料夾與 heroku 連接
 - heroku git:remote -a {HEROKU_APP_NAME}
 - {HEROKU_APP_NAME} 是 Heroku 應用的名稱
- 輸入以下指令,將程式碼上傳至 Heroku,如果有跳出錯誤請重新輸入
 - git add .
 git commit -m "Add code"
 git push -f heroku master
- 每當需要更新 Bot 時,請重新輸入上述指令

Heroku 與 Line

Louis

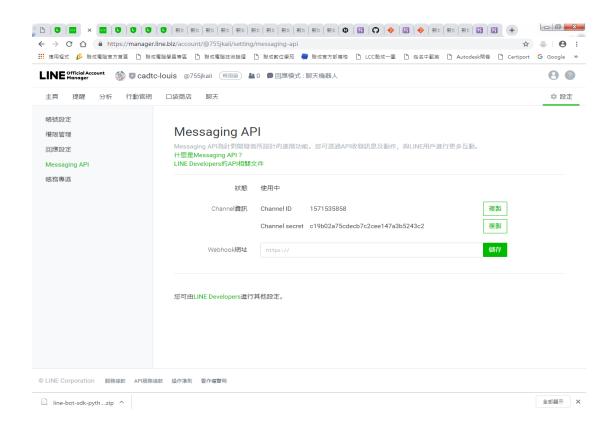
Heroku & Line

• 進入 Line 控制台, 選擇Bot

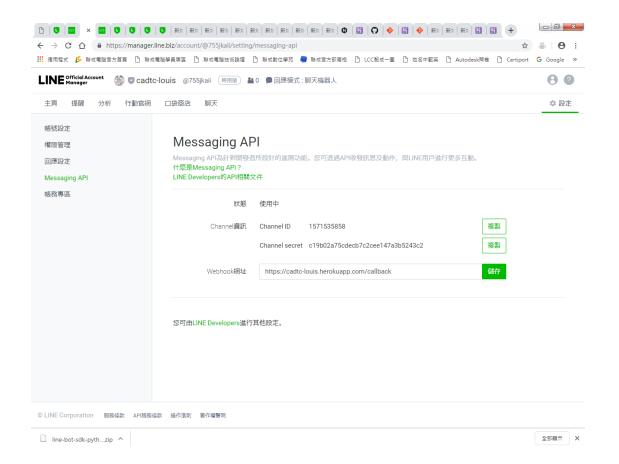


Heroku & Line

- webhook URL 中輸入 Heroku 網址
 - {HEROKU_APP_NAME}.herokuapp.com/callback



Heroku & Line

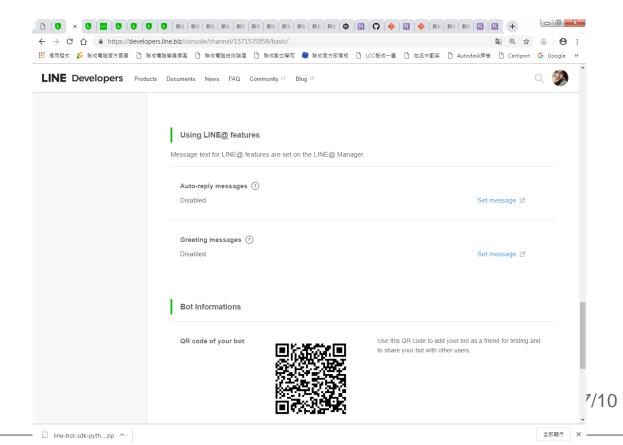


Line Bot Test

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Line Bot Test

- 掃描 QR Code,將Bot添加到 LINE 的朋友中
- 在 Line 上向Bot 發送文字訊息。



錯誤尋找

- 程式遇到問題時,可查看日誌以找出錯誤
- 查看 Bot 在 Heroku 的日誌
 - heroku login
- 顯示 app 日誌
 - heroku logs --tail --app {HEROKU_APP_NAME}
 - --tail # 持續打印日誌
 - --app {HEROKU_APP_NAME} # 指定 App

檔案解說

- 資料夾裡需含有兩份文件來讓你的程式能在 heroku 上運行
- Procfile: heroku 執行命令, web: {語言} {檔案}, 這邊語言為 python, 要自動執行的檔案為 app.py, 因此改成 web: python app.py。
- requirements.txt:列出所有用到的套件, heroku 會依據這份文件來安裝需要套件

檔案解說

- app.py (主程式)
 - 可透過修改程式裡的 handle_message() 方法內的程式碼來控制機器人的訊息回覆

```
# 接收 callback() 丟過來的訊息中的"文字訊息",並使用 line_bot_api.reply_message(event.reply_token, 傳送訊息物件) 進行回覆
# 一條訊息只能回覆一次,若要回多條訊息,需使用 Line 付費功能 - Push API
@handler.add(MessageEvent, message=TextMessage)

def handle_message(event):
    message = TextSendMessage(text='Hello World')
    line_bot_api.reply_message(
        event.reply_token,
        message)
```

Line Bot進階操作

Louis

回覆訊息

- 官方文件
- 回覆訊息
 - 只有當有訊息傳來,才能回覆訊息
 - line_bot_api.reply_message(reply_token, 訊息物件)
 - 主動傳送訊息
 - Bot 需要有開啟 push 功能才可以做,否則程式會出錯
 - line_bot_api.push_message(push_token, 訊息物件)

回覆訊息

- 訊息物件分類
 - 官方文件
- 修改範例程式碼中, handle_message() 方法內的程式碼,可實現多種功能
 - TextSendMessage (文字訊息)
 - message = TextSendMessage(text='Hello, world')
 line_bot_api.reply_message(event.reply_token, message)