Phase 4

PROJECT: CHATBOT DEPLOYMENT WITH IBM CLOUD WATSON ASSISTANT

PROBLEM STATEMENT: (DEVELOPMENT PART2)

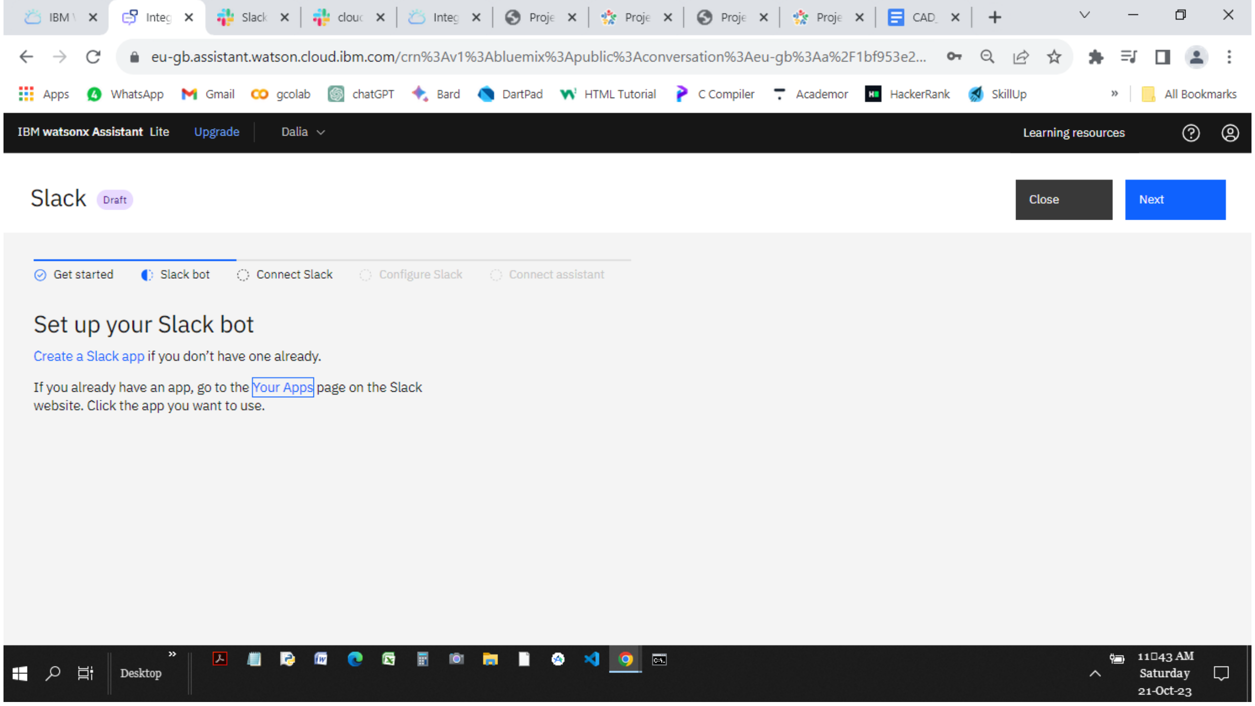
In this part you will continue building your project.

- **Continue building the chatbot by integrating it with messaging platforms and refining the responses.**
- **Integrate the chatbot with Facebook Messenger and Slack using respective APIs.**
- **Ensure that the conversation flows naturally and that the chatbot's responses are informative and accurate.**

Integration with Slack:

Steps to integrate chatbot with slack:

1. First we will create a slack app and
2. Associate the Slack app with the Slack workspace then
3. Connecting watson assistant with slack and
4. Configuring the slack
5. Finally ,testing the chatbot's responses are accurate


eu-gb.assistant.watson.cloud.ibm.com/crn%3Av1%3Abluemix%3Apublic%3Aconversation%3Aeu-gb%3Aa%2F1bf953e2...
IBM watsonx Assistant Lite
Upgrade
Dalia
Learning resources
Close
Next
Get started
Slack bot
Connect Slack
Configure Slack
Connect assistant
11:43 AM
Saturday
21-Oct-23

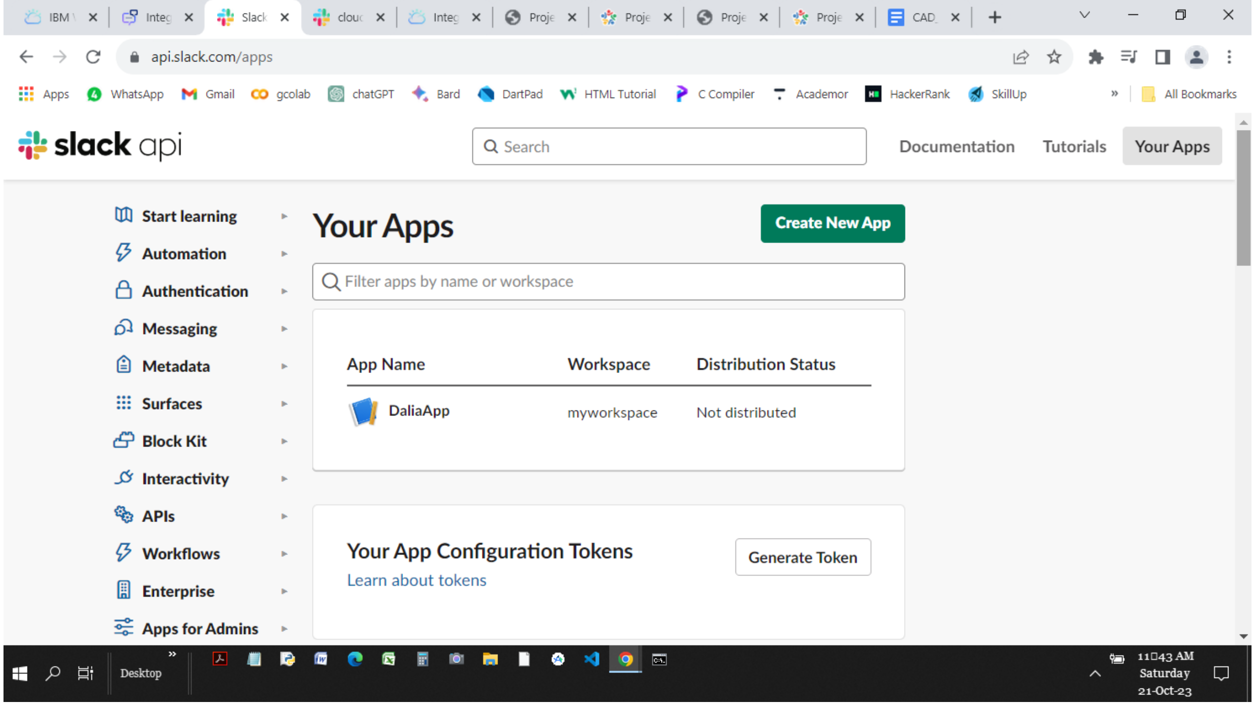
Slack Draft

Set up your Slack bot

Create a Slack app if you don't have one already.

If you already have an app, go to the Your Apps page on the Slack website. Click the app you want to use.

Creating a slack app called DaliaApp and associating it with slack workspace

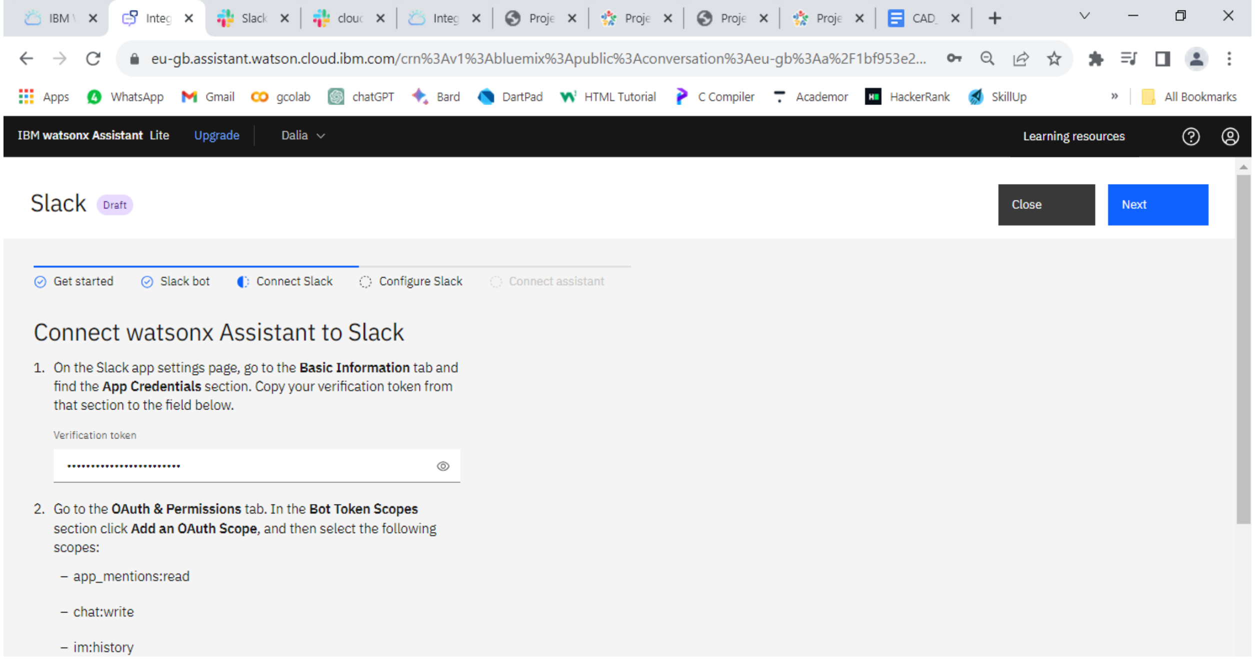


Your Apps

App Name	Workspace	Distribution Status
DaliaApp	myworkspace	Not distributed

Your App Configuration Tokens

Connecting watson assistant to slack using the token and providing permissions



Connect watsonx Assistant to Slack

1. On the Slack app settings page, go to the **Basic Information** tab and find the **App Credentials** section. Copy your verification token from that section to the field below.

Verification token

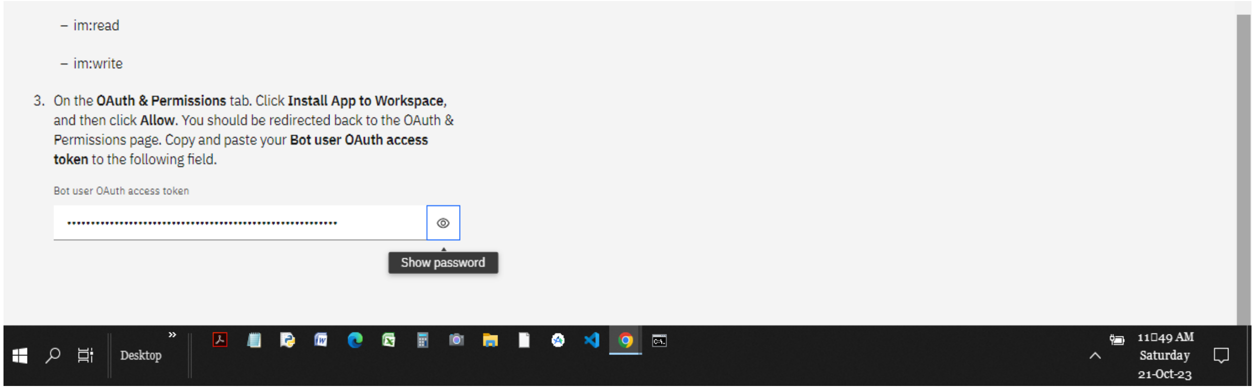
••••••••••••••••••••••••

2. Go to the **OAuth & Permissions** tab. In the **Bot Token Scopes** section click **Add an OAuth Scope**, and then select the following scopes:

– app_mentions:read

– chat:write

– im:history



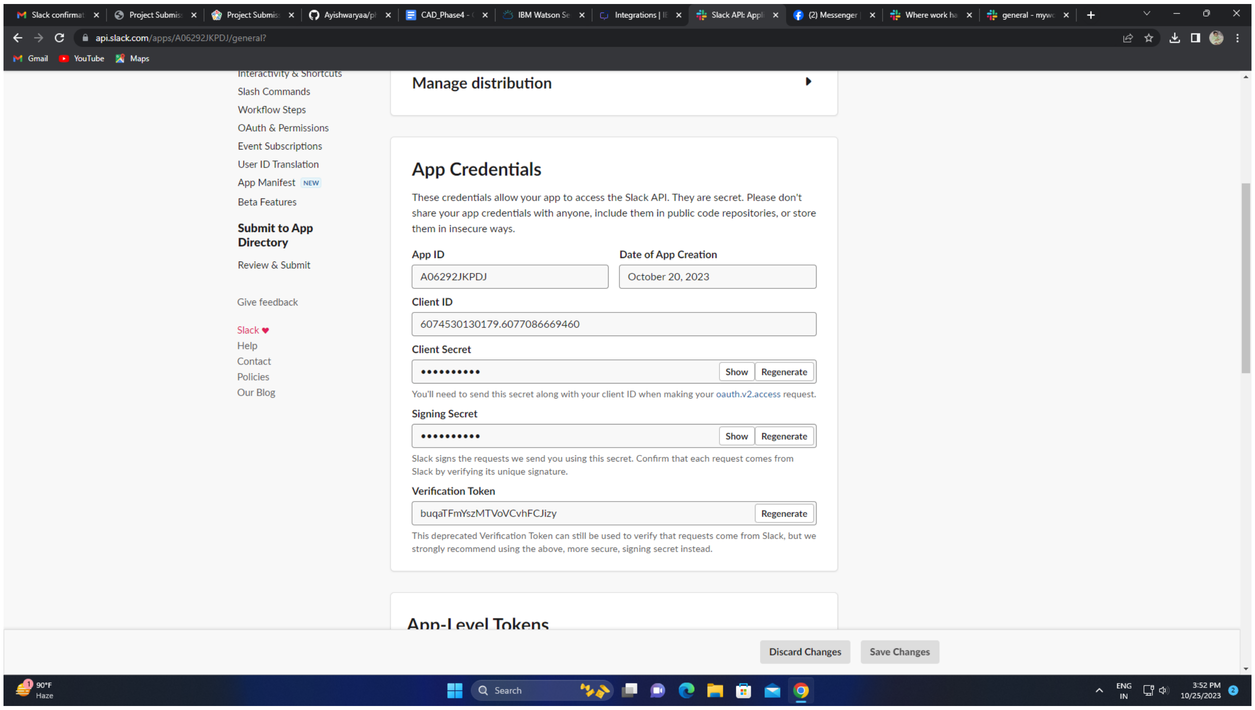
– im:read

– im:write

3. On the **OAuth & Permissions** tab. Click **Install App to Workspace**, and then click **Allow**. You should be redirected back to the OAuth & Permissions page. Copy and paste your **Bot user OAuth access token** to the following field.

Bot user OAuth access token

•••



App Credentials

These credentials allow your app to access the Slack API. They are secret. Please don't share your app credentials with anyone, include them in public code repositories, or store them in insecure ways.

App ID
A06292JKPDJ

Date of App Creation
October 20, 2023

Client ID
6074530130179.6077086669460

Client Secret
•••••••••• Show Regenerate

You'll need to send this secret along with your client ID when making your oauth.v2.access request.

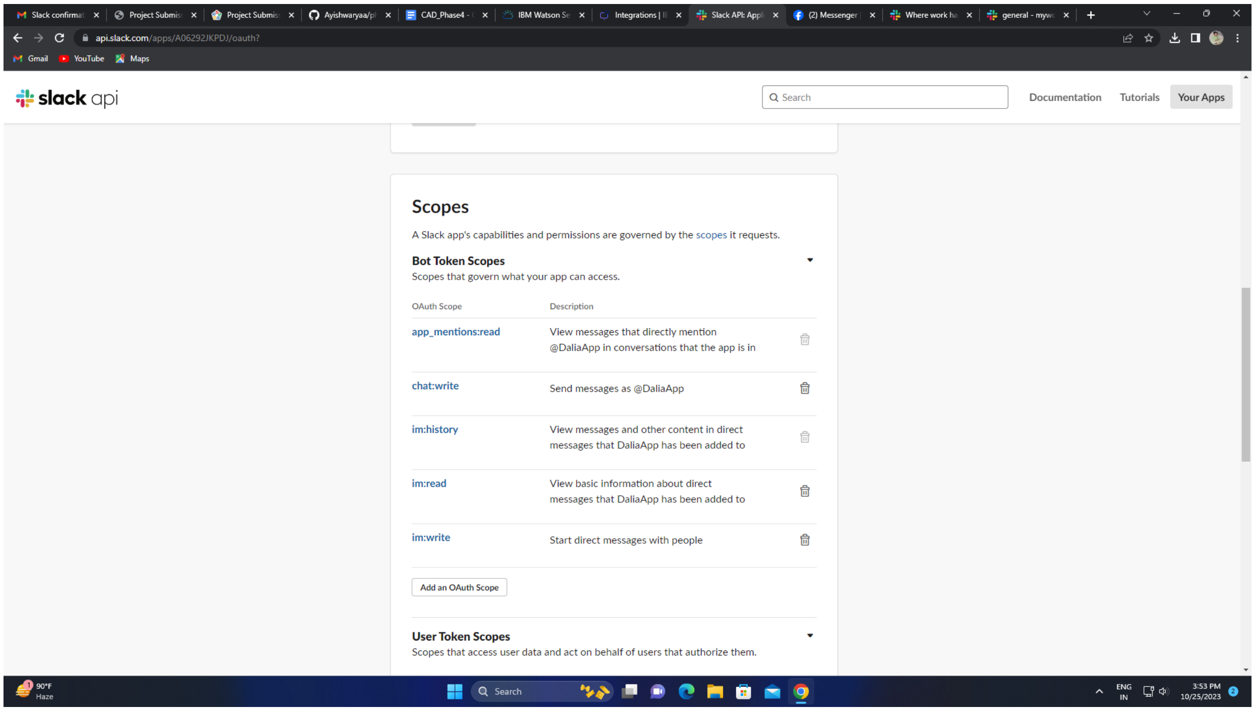
Signing Secret
•••••••••• Show Regenerate

Slack signs the requests we send you using this secret. Confirm that each request comes from Slack by verifying its unique signature.

Verification Token
buqaTFmYszMTVoVCvhFCJizy Regenerate

This deprecated Verification Token can still be used to verify that requests come from Slack, but we strongly recommend using the above, more secure, signing secret instead.

App-Level Tokens



Scopes

A Slack app's capabilities and permissions are governed by the scopes it requests.

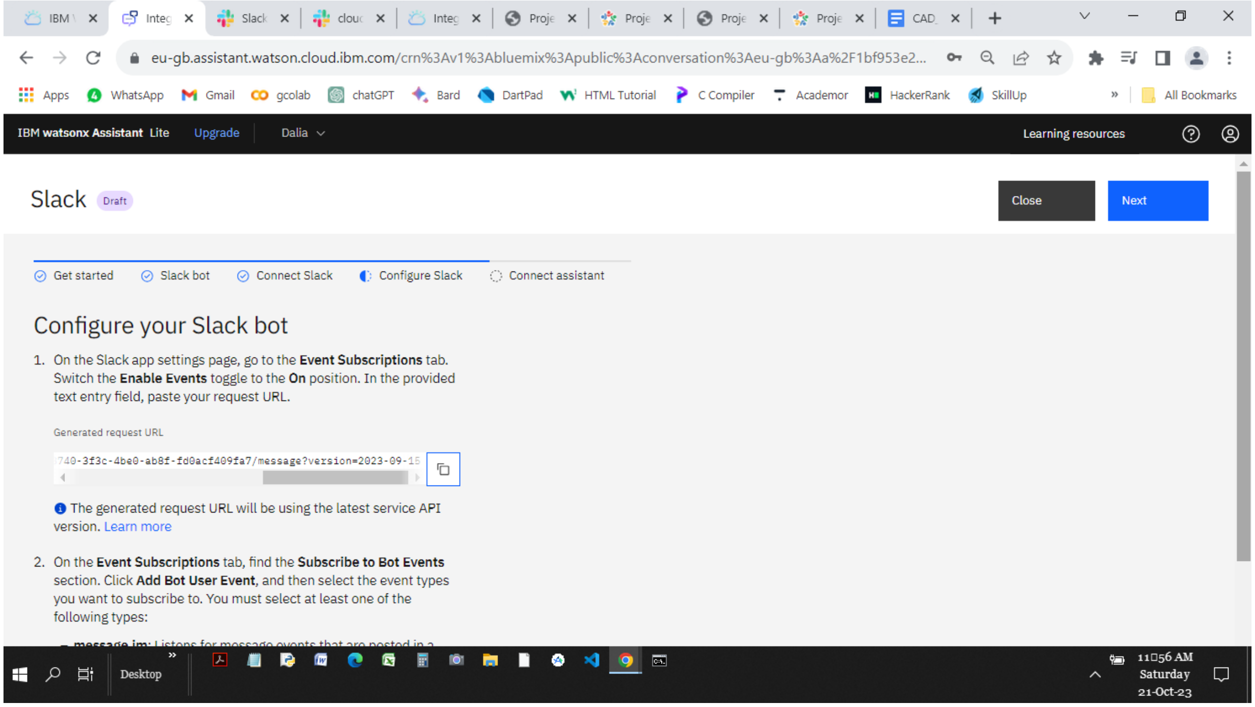
Bot Token Scopes
Scopes that govern what your app can access.

OAuth Scope	Description
app_mentions:read	View messages that directly mention @DaliaApp in conversations that the app is in
chat:write	Send messages as @DaliaApp
im:history	View messages and other content in direct messages that DaliaApp has been added to
im:read	View basic information about direct messages that DaliaApp has been added to
im:write	Start direct messages with people

Add an OAuth Scope

User Token Scopes
Scopes that access user data and act on behalf of users that authorize them.

Configuring the slack bot and enabling events



Configure your Slack bot

1. On the Slack app settings page, go to the **Event Subscriptions** tab. Switch the **Enable Events** toggle to the **On** position. In the provided text entry field, paste your request URL.

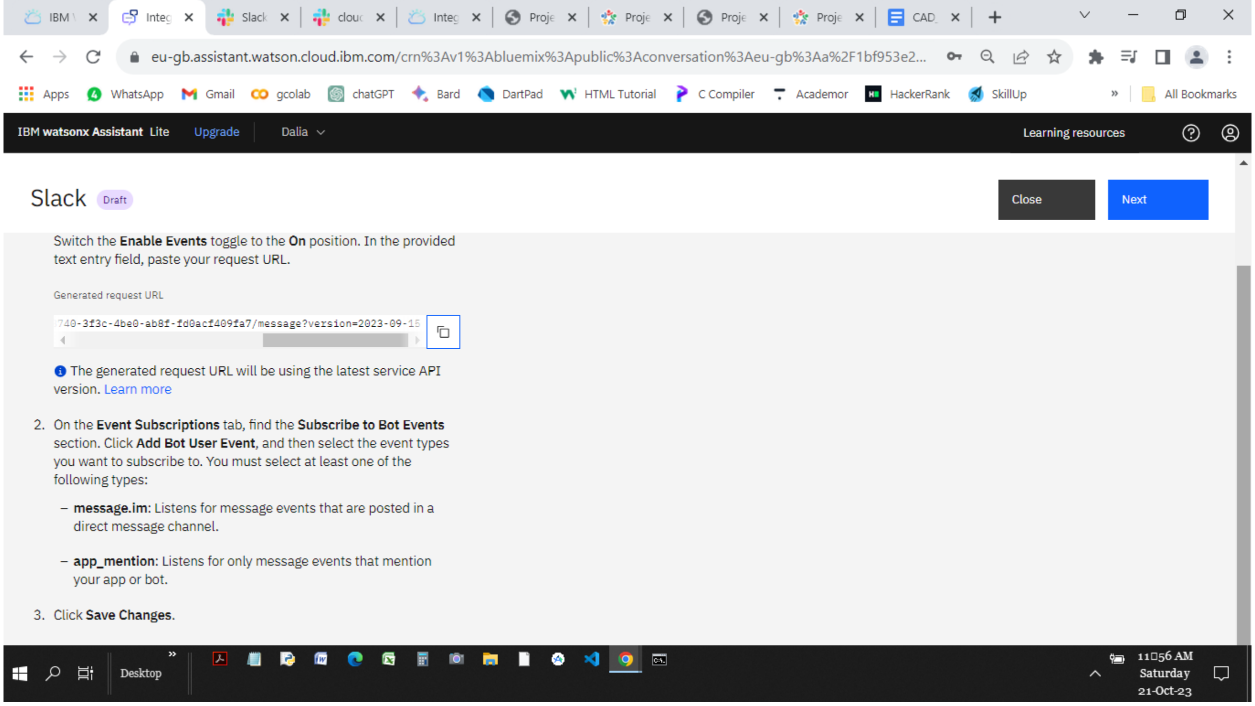
   Generated request URL

   ```
   740-3f3c-4be0-ab8f-fd0acf409fa7/message?version=2023-09-15
   ```

   The generated request URL will be using the latest service API version. Learn more

2. On the **Event Subscriptions** tab, find the **Subscribe to Bot Events** section. Click **Add Bot User Event**, and then select the event types you want to subscribe to. You must select at least one of the following types:

   - **message.im**: Listens for message events that are posted in a



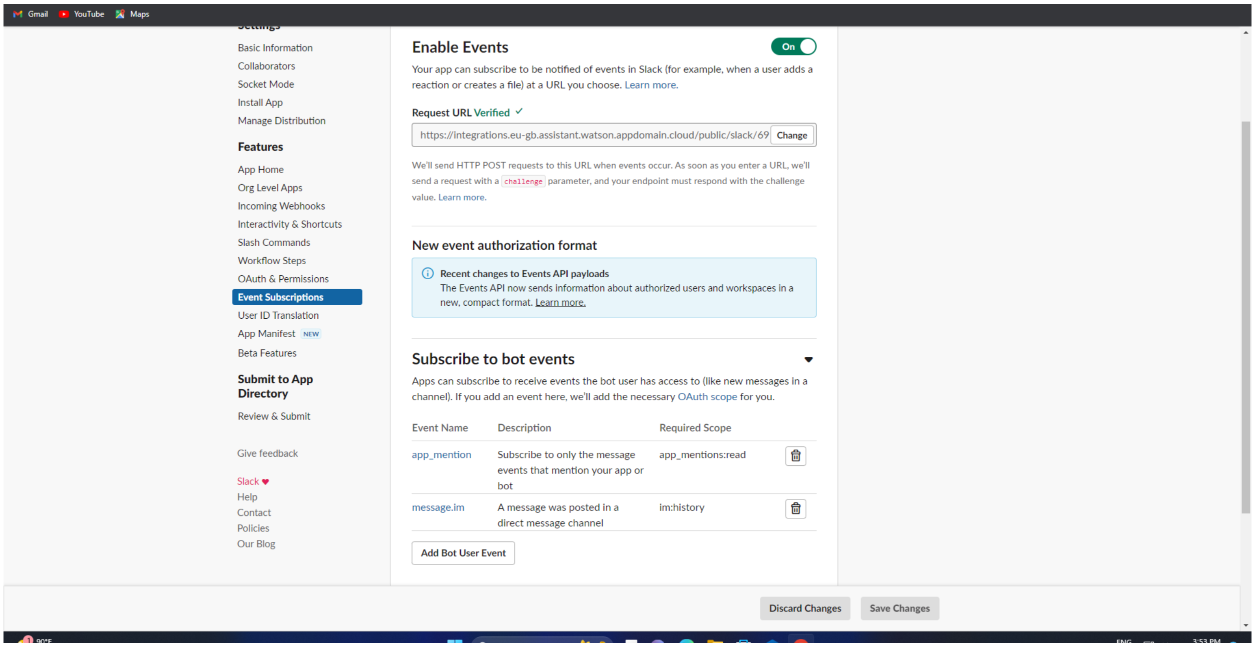
Switch the **Enable Events** toggle to the **On** position. In the provided text entry field, paste your request URL.

Generated request URL

`740-3f3c-4be0-ab8f-fd0acf409fa7/message?version=2023-09-15`

The generated request URL will be using the latest service API version. Learn more

2. On the **Event Subscriptions** tab, find the **Subscribe to Bot Events** section. Click **Add Bot User Event**, and then select the event types you want to subscribe to. You must select at least one of the following types:
   - **message.im**: Listens for message events that are posted in a direct message channel.
   - **app_mention**: Listens for only message events that mention your app or bot.
3. Click **Save Changes**.



Enable Events — On

Your app can subscribe to be notified of events in Slack (for example, when a user adds a reaction or creates a file) at a URL you choose. Learn more.

Request URL Verified ✓

https://integrations.eu-gb.assistant.watson.appdomain.cloud/public/slack/69 Change

We'll send HTTP POST requests to this URL when events occur. As soon as you enter a URL, we'll send a request with a `challenge` parameter, and your endpoint must respond with the challenge value. Learn more.

New event authorization format

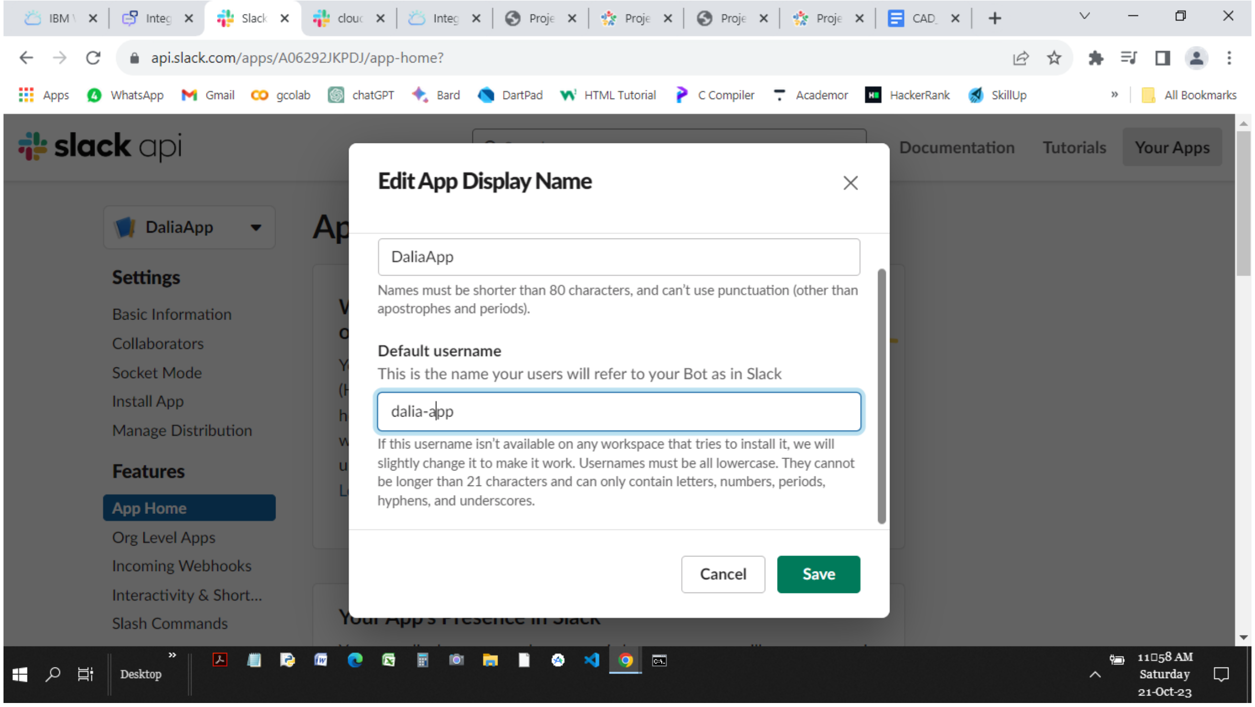
Recent changes to Events API payloads
The Events API now sends information about authorized users and workspaces in a new, compact format. Learn more.

Subscribe to bot events

Apps can subscribe to receive events the bot user has access to (like new messages in a channel). If you add an event here, we'll add the necessary OAuth scope for you.

Event Name	Description	Required Scope
app_mention	Subscribe to only the message events that mention your app or bot	app_mentions:read
message.im	A message was posted in a direct message channel	im:history

Setting a display name for the app “DaliaApp”



Edit App Display Name

DaliaApp

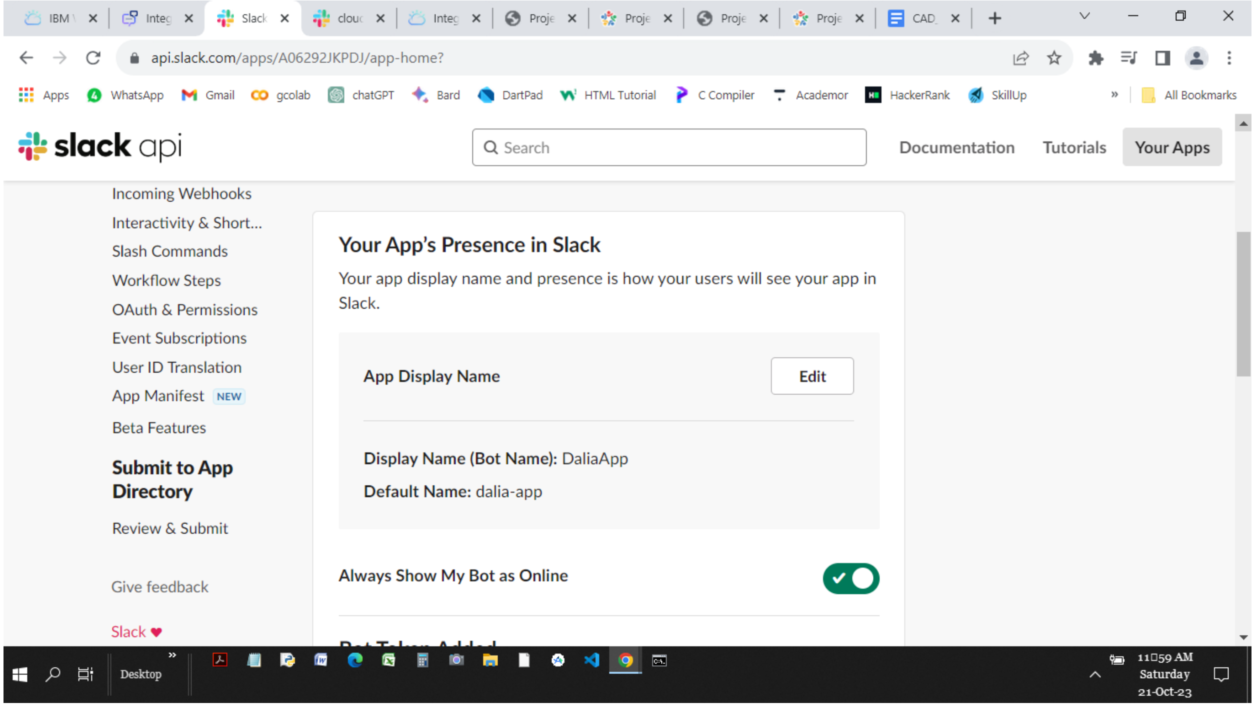
Names must be shorter than 80 characters, and can't use punctuation (other than apostrophes and periods).

Default username

This is the name your users will refer to your Bot as in Slack

dalia-app

If this username isn't available on any workspace that tries to install it, we will slightly change it to make it work. Usernames must be all lowercase. They cannot be longer than 21 characters and can only contain letters, numbers, periods, hyphens, and underscores.



Your App's Presence in Slack

Your app display name and presence is how your users will see your app in Slack.

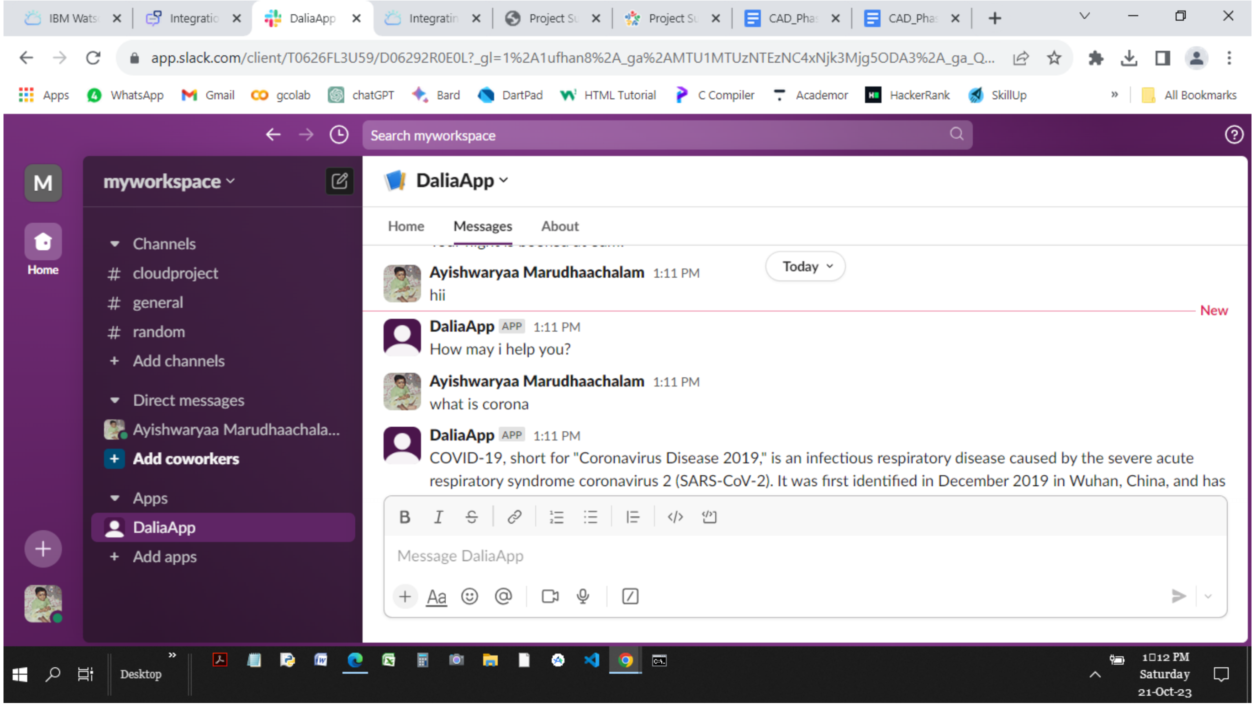
App Display Name

Display Name (Bot Name): DaliaApp

Default Name: dalia-app

Always Show My Bot as Online ✓

After integrating the chatbot with slack..

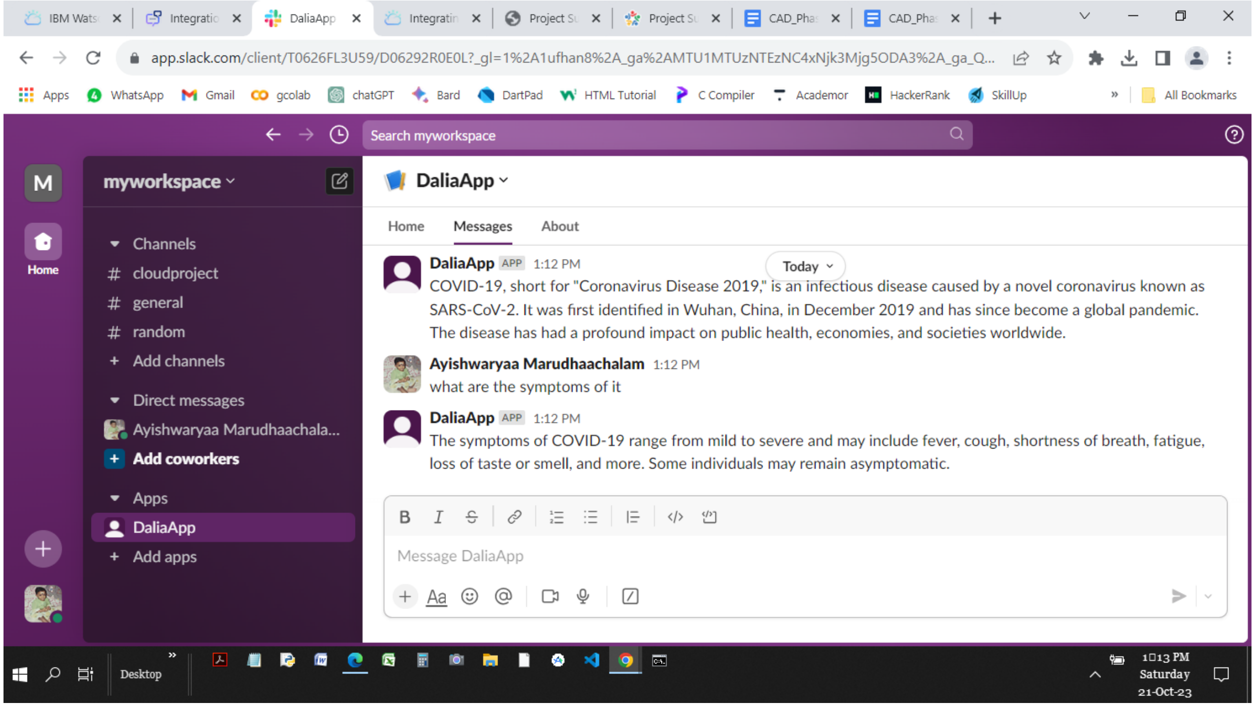


Ayishwaryaa Marudhaachalam 1:11 PM
hii

DaliaApp APP 1:11 PM
How may i help you?

Ayishwaryaa Marudhaachalam 1:11 PM
what is corona

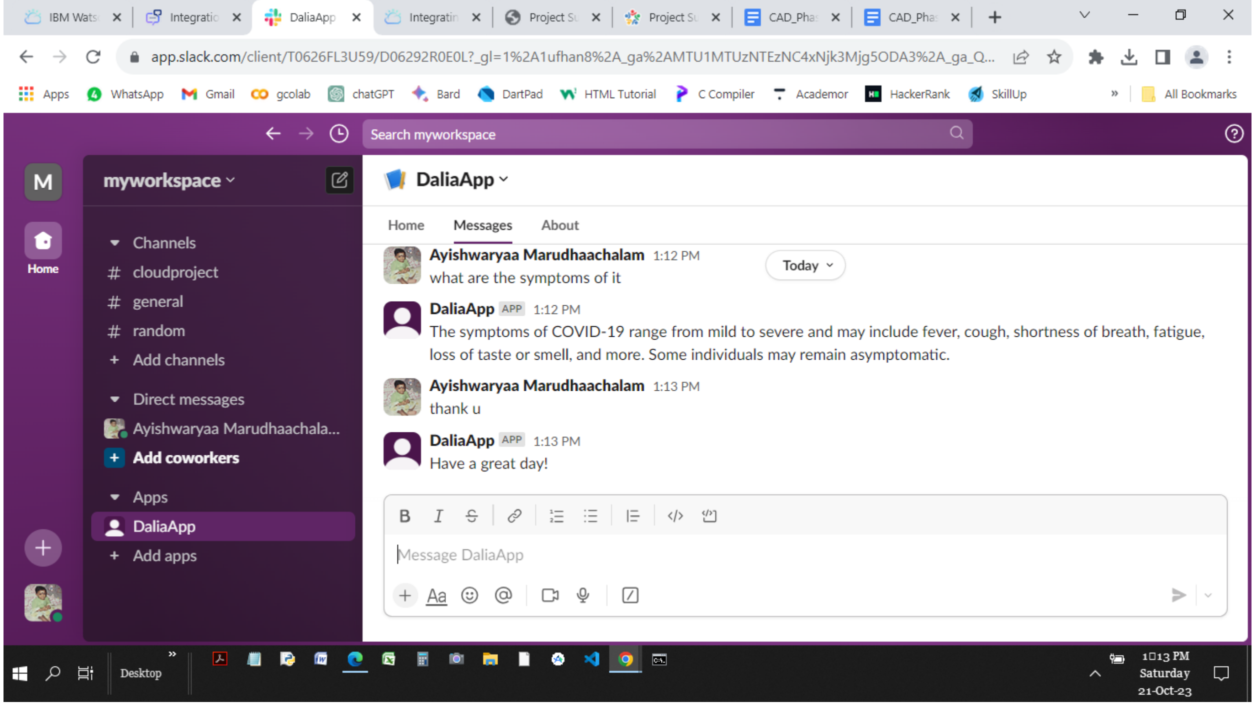
DaliaApp APP 1:11 PM
COVID-19, short for "Coronavirus Disease 2019," is an infectious respiratory disease caused by the severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2). It was first identified in December 2019 in Wuhan, China, and has


app.slack.com/client/T0626FL3U59/D06292R0E0L?_gl=1%2A1ufhan8%2A_ga%2AMTU1MTUzNTEzNC4xNjk3Mjg5ODA3%2A_ga_Q...
Search myworkspace
myworkspace
DaliaApp
Home
Messages
About
Today
Message DaliaApp
1:13 PM
Saturday
21-Oct-23

DaliaApp APP 1:12 PM
COVID-19, short for "Coronavirus Disease 2019," is an infectious disease caused by a novel coronavirus known as SARS-CoV-2. It was first identified in Wuhan, China, in December 2019 and has since become a global pandemic. The disease has had a profound impact on public health, economies, and societies worldwide.

Ayishwaryaa Marudhaachalam 1:12 PM
what are the symptoms of it

DaliaApp APP 1:12 PM
The symptoms of COVID-19 range from mild to severe and may include fever, cough, shortness of breath, fatigue, loss of taste or smell, and more. Some individuals may remain asymptomatic.



Ayishwaryaa Marudhaachalam 1:12 PM
what are the symptoms of it

DaliaApp APP 1:12 PM
The symptoms of COVID-19 range from mild to severe and may include fever, cough, shortness of breath, fatigue, loss of taste or smell, and more. Some individuals may remain asymptomatic.

Ayishwaryaa Marudhaachalam 1:13 PM
thank u

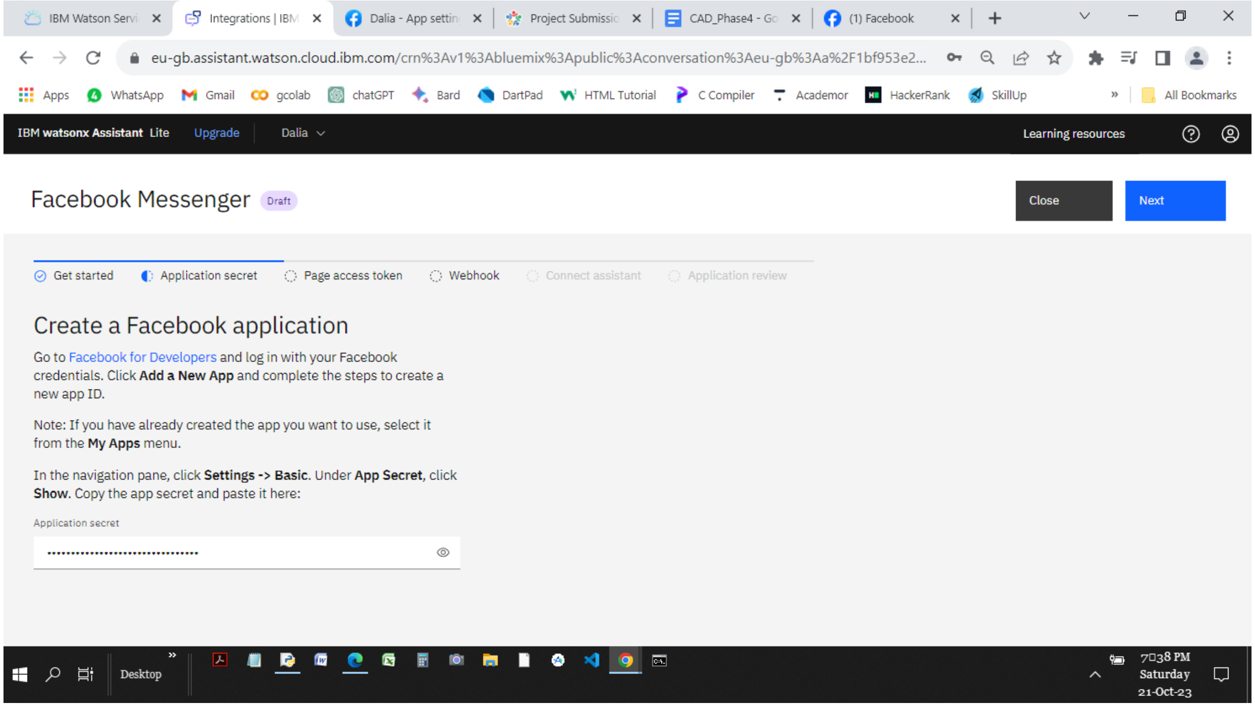
DaliaApp APP 1:13 PM
Have a great day!

Integration with Facebook Messenger:

Steps to integrate chatbot with facebook:

1. First we will create a Facebook App in (https://developers.facebook.com/) and create a new app.
2. Next we will set up the basic configuration and we’ll note down the App ID and App Secret.
3. Then we will create a Facebook Page.
4. Connecting the Page to the App.
5. Setting up Webhooks
6. Configuring IBM Watson Assistant (creating a chatbot, training it with the necessary dialog and intents)
7. Integrating Watson Assistant
8. Linking the Bot.
9. Finally,Testing the Integration by sending messages to the Facebook Page, which will be handled by the Watson Assistant chatbot.

Creating a facebook app and providing the app secret code to integrate the chatbot with facebook.



Facebook Messenger Draft

Create a Facebook application

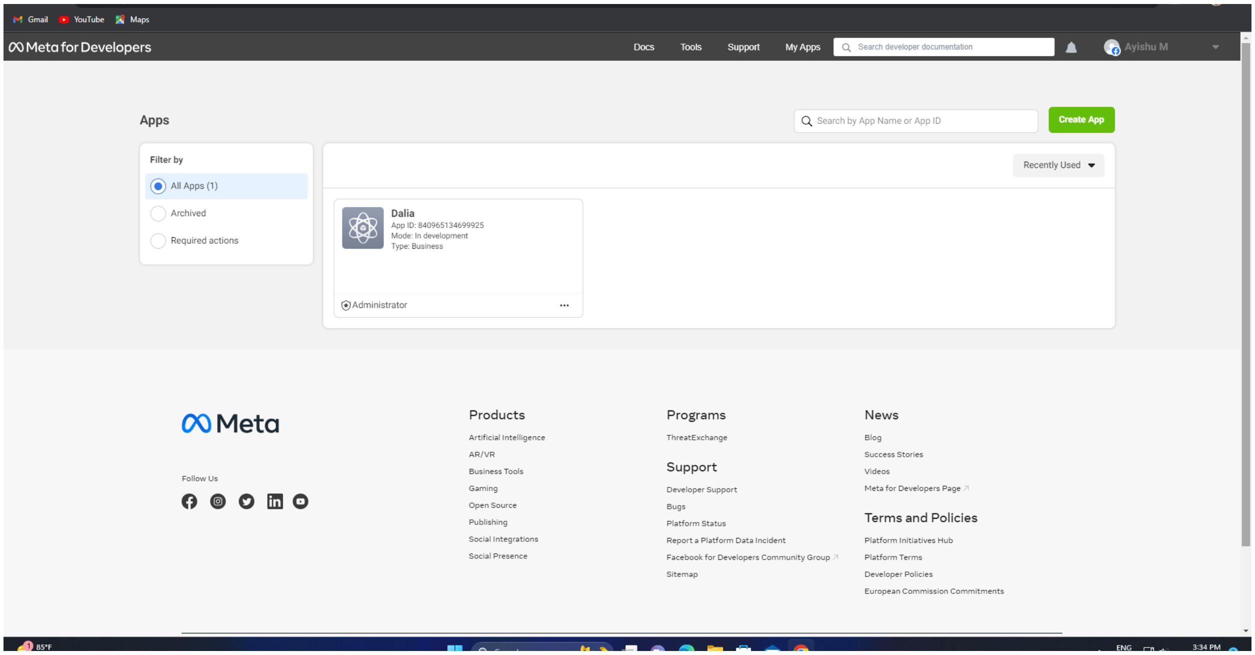
Go to Facebook for Developers and log in with your Facebook credentials. Click **Add a New App** and complete the steps to create a new app ID.

Note: If you have already created the app you want to use, select it from the **My Apps** menu.

In the navigation pane, click **Settings -> Basic**. Under **App Secret**, click **Show**. Copy the app secret and paste it here:

Application secret

••••••••••••••••••••••••••••••••



Apps

Filter by

● All Apps (1)

○ Archived

○ Required actions

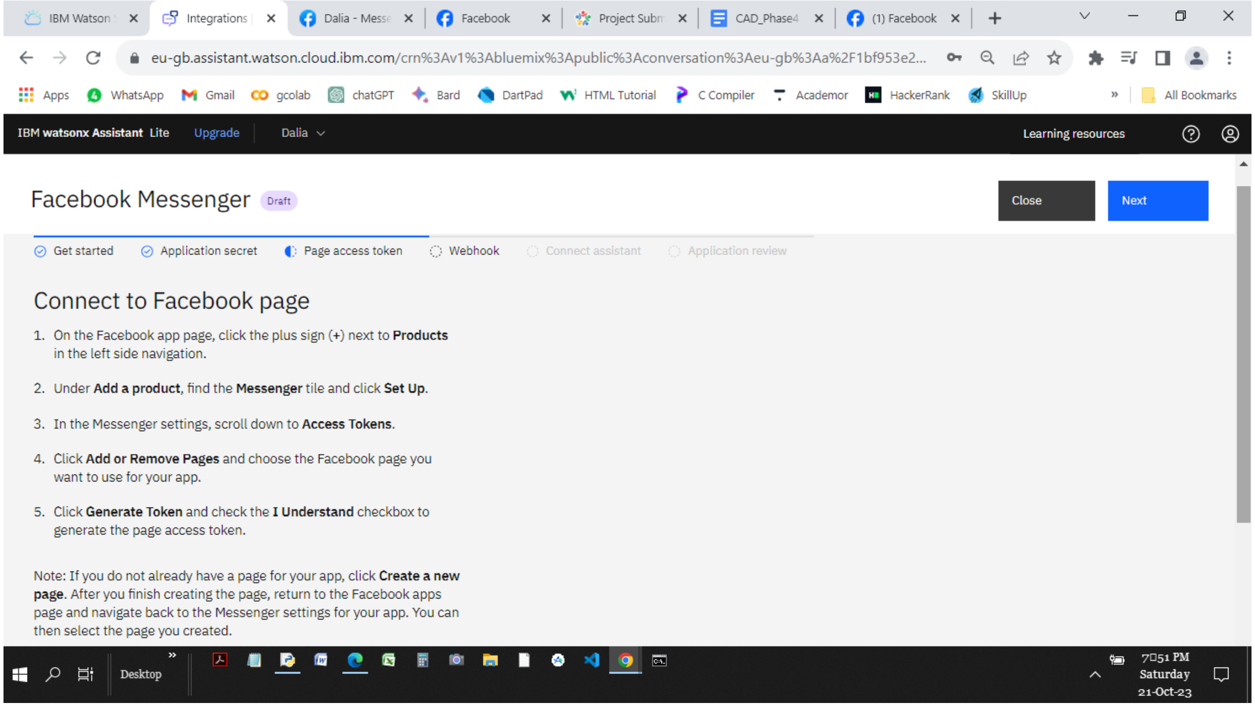
Dalia

App ID: 840965134699925

Mode: In development

Type: Business

Creating a facebook page “chat corner” where the chatbot will respond for user queries

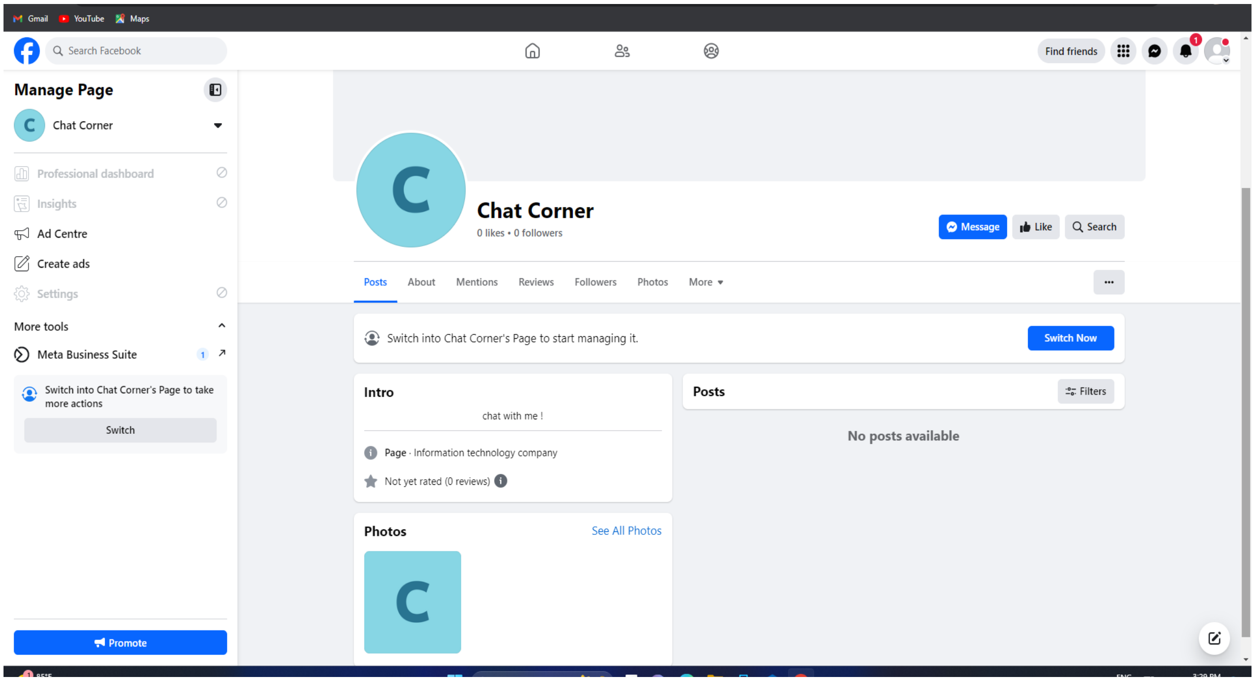


Facebook Messenger Draft

Connect to Facebook page

1. On the Facebook app page, click the plus sign (+) next to **Products** in the left side navigation.
2. Under **Add a product**, find the **Messenger** tile and click **Set Up**.
3. In the Messenger settings, scroll down to **Access Tokens**.
4. Click **Add or Remove Pages** and choose the Facebook page you want to use for your app.
5. Click **Generate Token** and check the **I Understand** checkbox to generate the page access token.

Note: If you do not already have a page for your app, click **Create a new page**. After you finish creating the page, return to the Facebook apps page and navigate back to the Messenger settings for your app. You can then select the page you created.



Chat Corner

0 likes • 0 followers

Switch into Chat Corner's Page to take more actions

Switch into Chat Corner's Page to start managing it.

Intro

chat with me !

Page · Information technology company

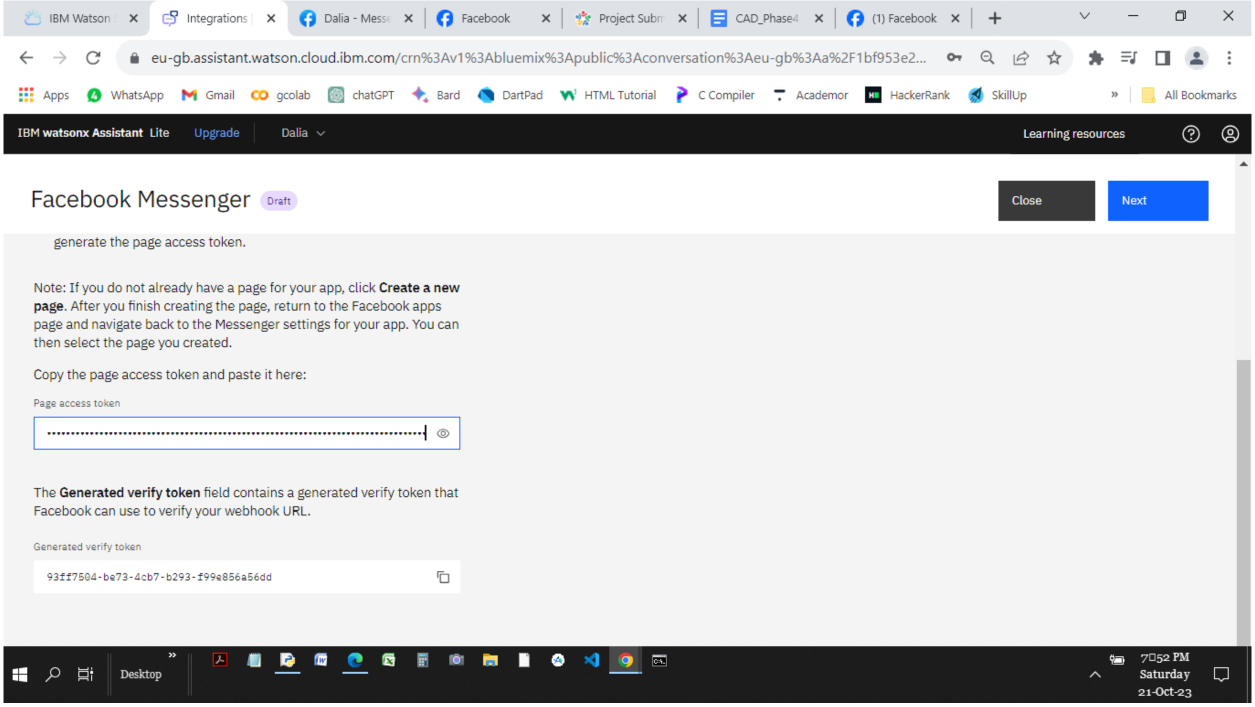
Not yet rated (0 reviews)

Posts

No posts available

Photos

Providing the access token of the page created to connect watson with facebook.



Facebook Messenger Draft

Close | Next

generate the page access token.

Note: If you do not already have a page for your app, click **Create a new page**. After you finish creating the page, return to the Facebook apps page and navigate back to the Messenger settings for your app. You can then select the page you created.

Copy the page access token and paste it here:

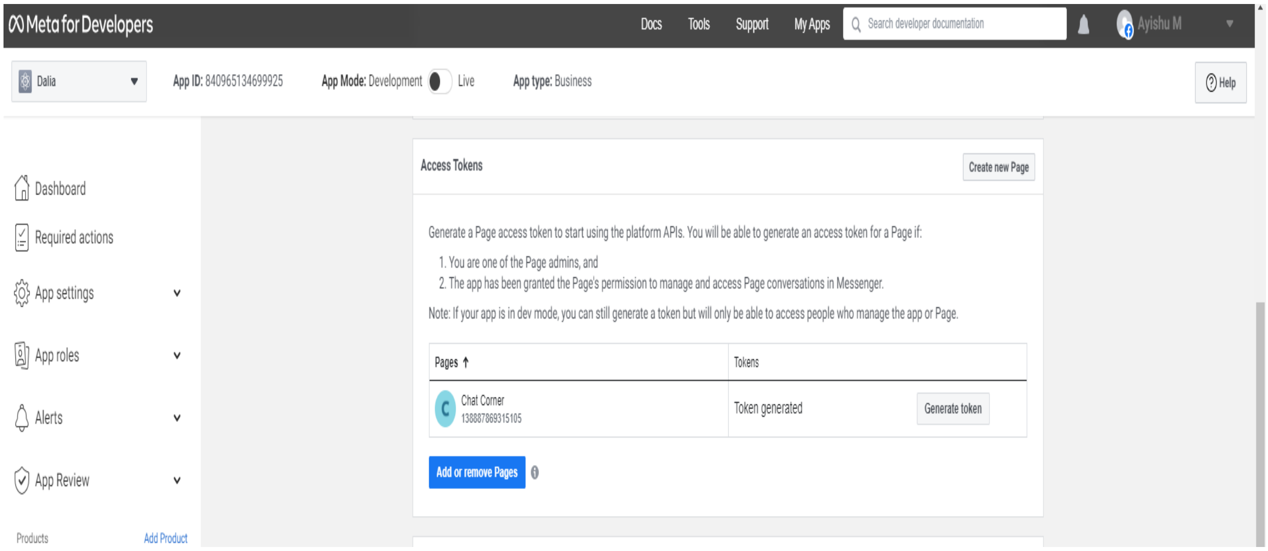
Page access token

••

The **Generated verify token** field contains a generated verify token that Facebook can use to verify your webhook URL.

Generated verify token

93ff7504-be73-4cb7-b293-f99e856a56dd



Dalia | App ID: 840965134699925 | App Mode: Development Live | App type: Business

Access Tokens | Create new Page

Generate a Page access token to start using the platform APIs. You will be able to generate an access token for a Page if:

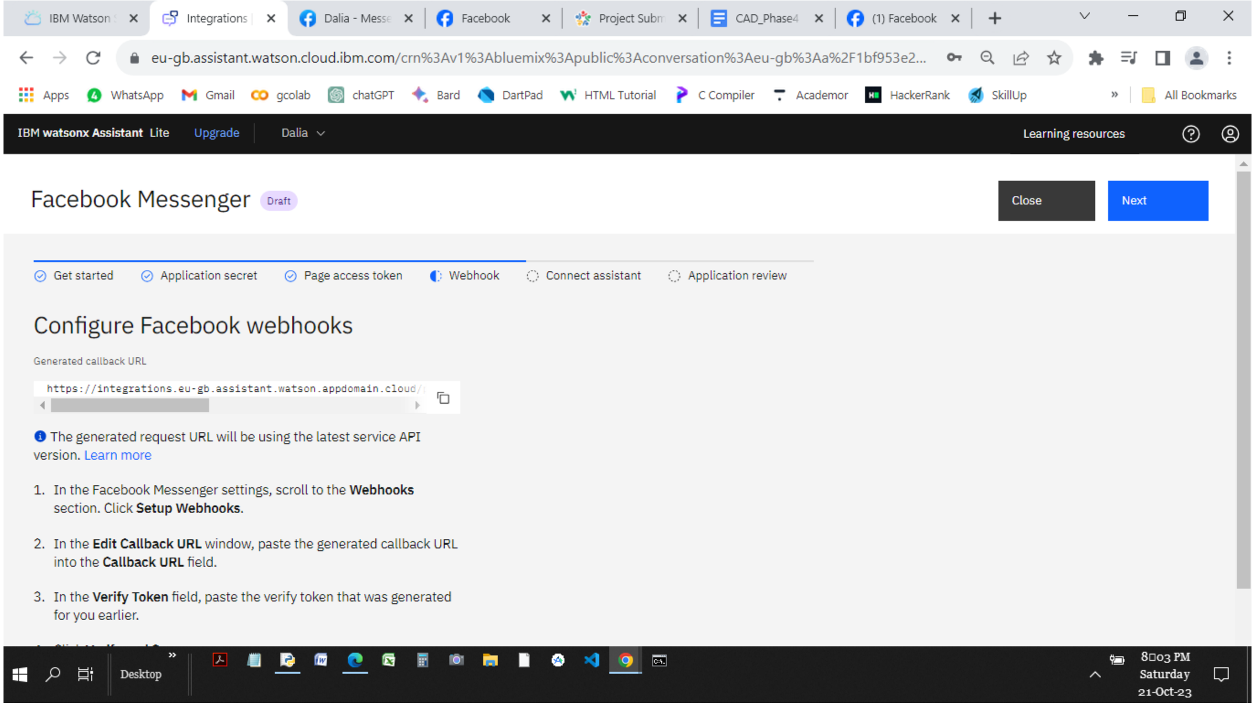
1. You are one of the Page admins, and
2. The app has been granted the Page's permission to manage and access Page conversations in Messenger.

Note: If your app is in dev mode, you can still generate a token but will only be able to access people who manage the app or Page.

Pages ↑	Tokens
Chat Corner 138887869315105	Token generated · Generate token

Add or remove Pages

Configuring webhooks (to get inputs from users)



Facebook Messenger Draft

Get started · Application secret · Page access token · Webhook · Connect assistant · Application review

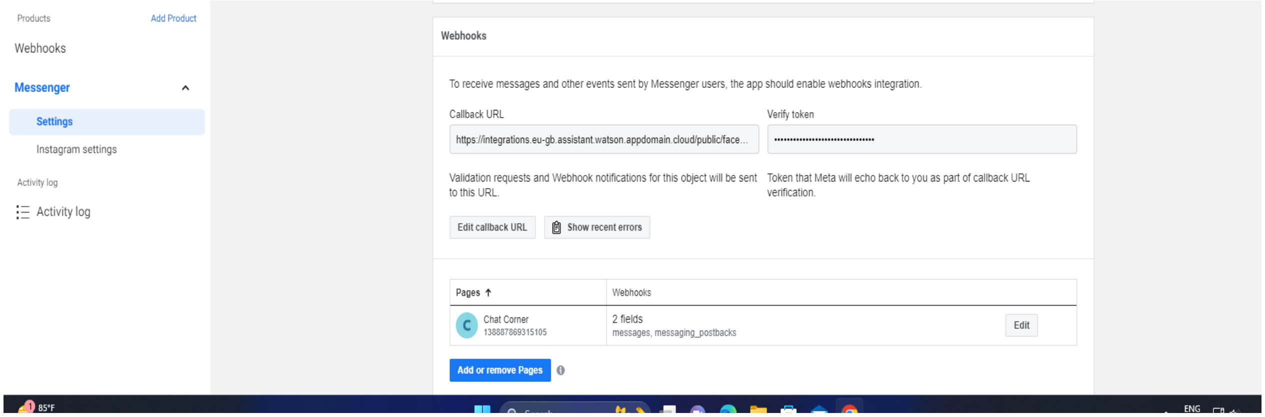
Configure Facebook webhooks

Generated callback URL

```
https://integrations.eu-gb.assistant.watson.appdomain.cloud/
```

The generated request URL will be using the latest service API version. Learn more

1. In the Facebook Messenger settings, scroll to the **Webhooks** section. Click **Setup Webhooks**.
2. In the **Edit Callback URL** window, paste the generated callback URL into the **Callback URL** field.
3. In the **Verify Token** field, paste the verify token that was generated for you earlier.



Webhooks

To receive messages and other events sent by Messenger users, the app should enable webhooks integration.

Callback URL: https://integrations.eu-gb.assistant.watson.appdomain.cloud/public/face...

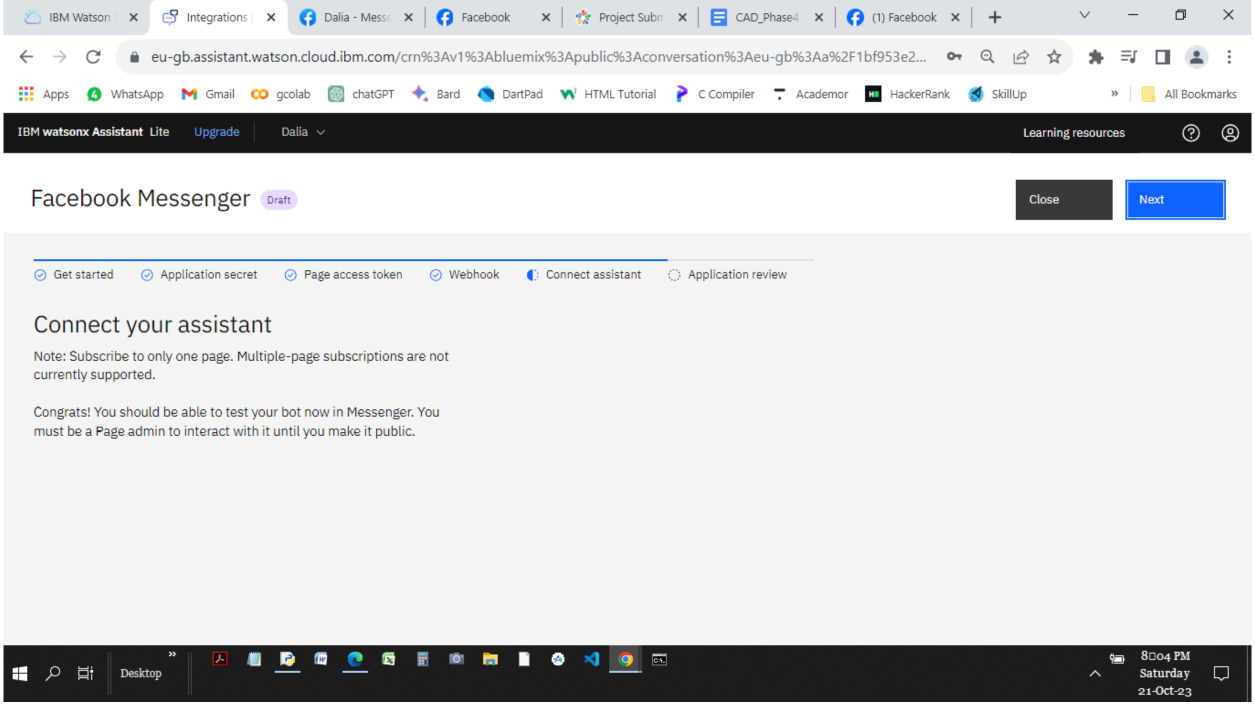
Validation requests and Webhook notifications for this object will be sent to this URL.

Verify token: ••••••••••••••••••••••••••••••••

Token that Meta will echo back to you as part of callback URL verification.

Pages ↑	Webhooks
Chat Corner 138887869315105	2 fields messages, messaging_postbacks

Finally connecting the watson assistant chatbot with the facebook page created..



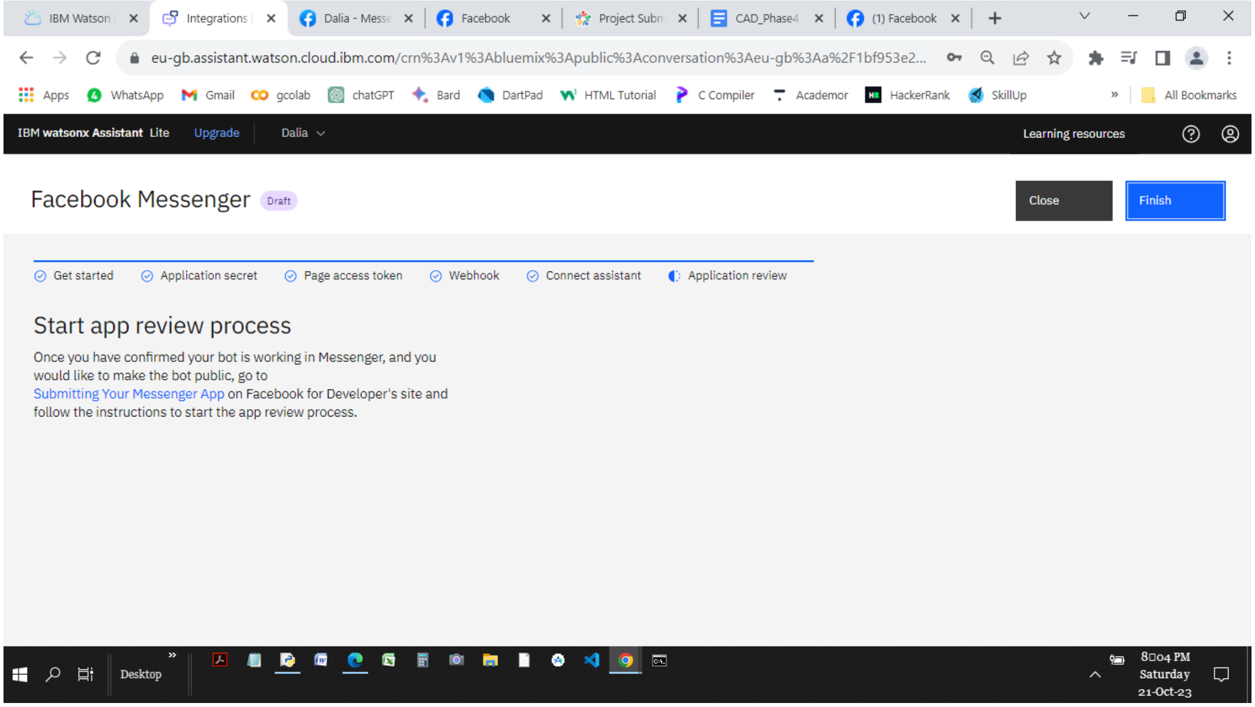
Facebook Messenger Draft

Get started · Application secret · Page access token · Webhook · Connect assistant · Application review

Connect your assistant

Note: Subscribe to only one page. Multiple-page subscriptions are not currently supported.

Congrats! You should be able to test your bot now in Messenger. You must be a Page admin to interact with it until you make it public.



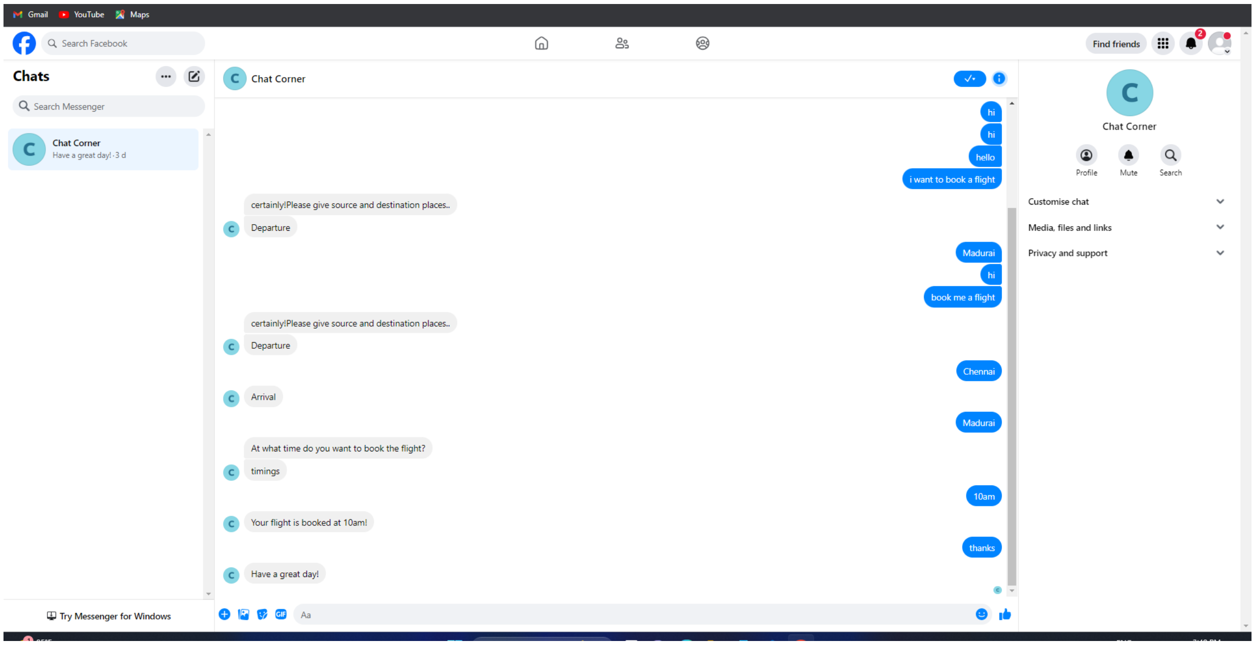
Facebook Messenger Draft

Get started · Application secret · Page access token · Webhook · Connect assistant · Application review

Start app review process

Once you have confirmed your bot is working in Messenger, and you would like to make the bot public, go to Submitting Your Messenger App on Facebook for Developer's site and follow the instructions to start the app review process.

Testing the chatbot’s responses for user inputs.



hi

hi

hello

i want to book a flight

certainly!Please give source and destination places..

Departure

Madurai

hi

book me a flight

certainly!Please give source and destination places..

Departure

Chennai

Arrival

Madurai

At what time do you want to book the flight?

timings

10am

Your flight is booked at 10am!

thanks

Have a great day!