

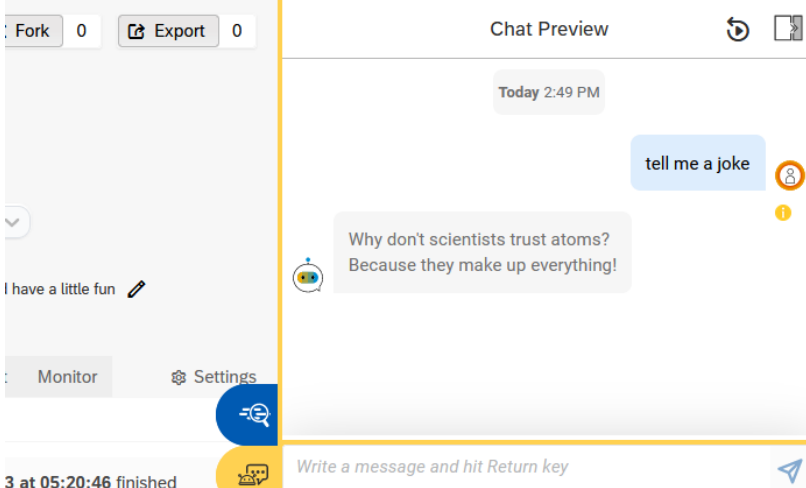
# Deploy an SAP Conversational AI ChatBot on Facebook Messenger

Create, test, and publish an SAP Conversational AI chatBot on Facebook Messenger.

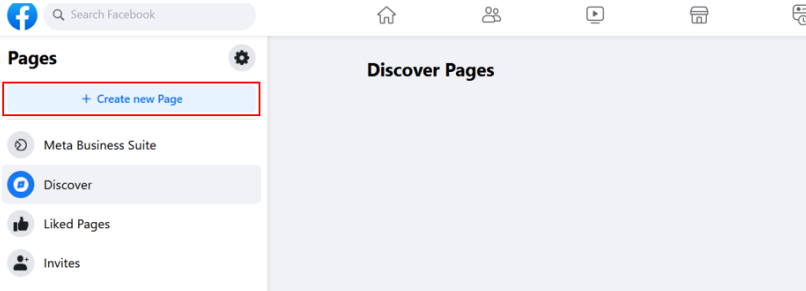
## Prerequisites

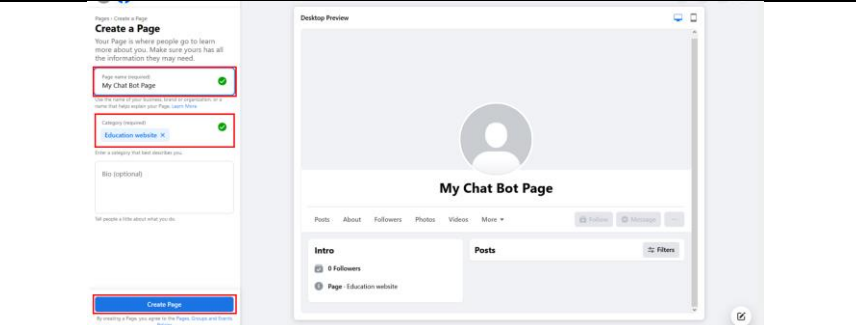
- An SAP Conversational AI account (as described in Step 1 of Build Your First Chatbot with SAP Conversational AI)
- Chatbot (Build Your First Chatbot with SAP Conversational AI)
- A Facebook account

## Create your Chatbot

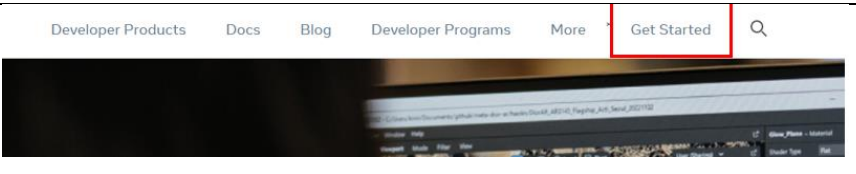
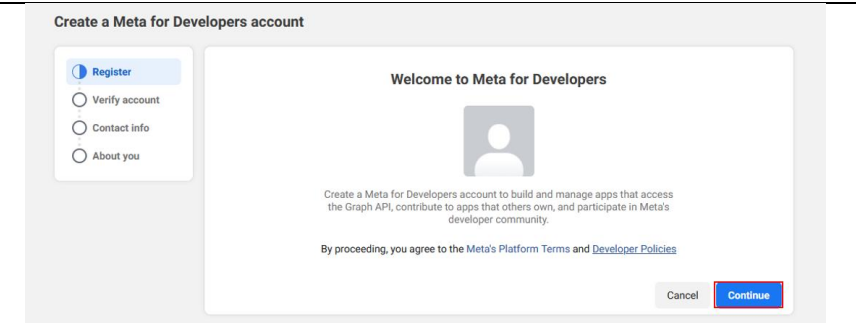
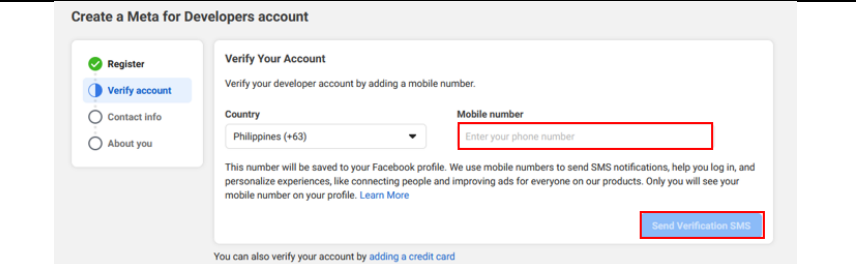
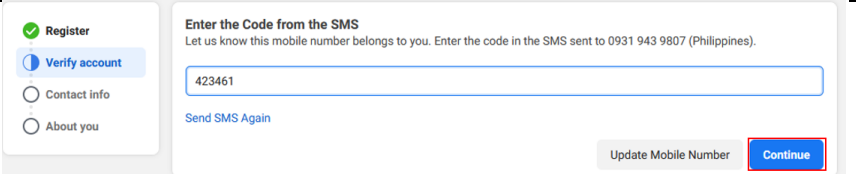
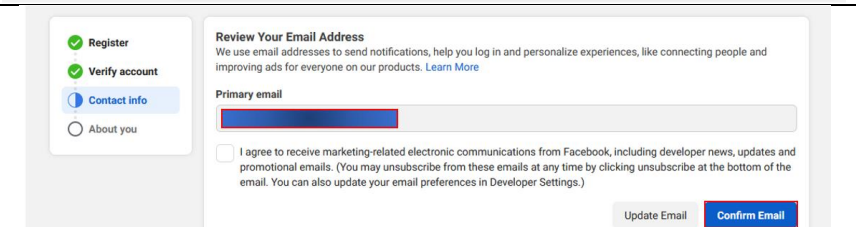
<p>First, create a chatbot by following the steps in the tutorial <b>Build Your First Chatbot with SAP Conversational AI</b>.</p> <p>See the <a href="#">Exercise 1</a></p>	
---	---

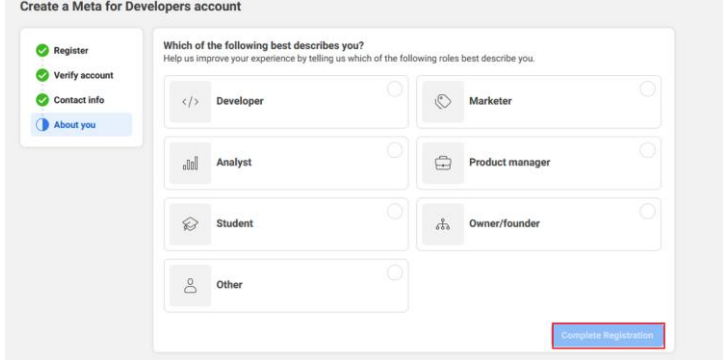
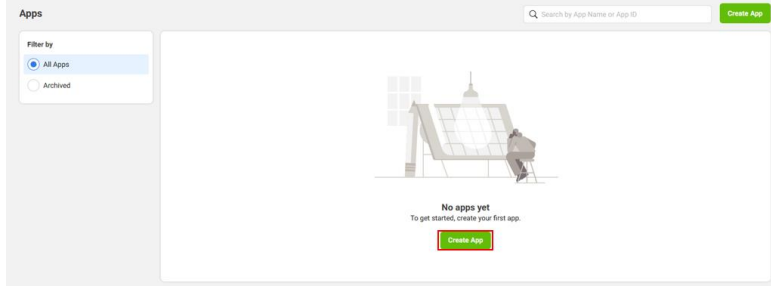
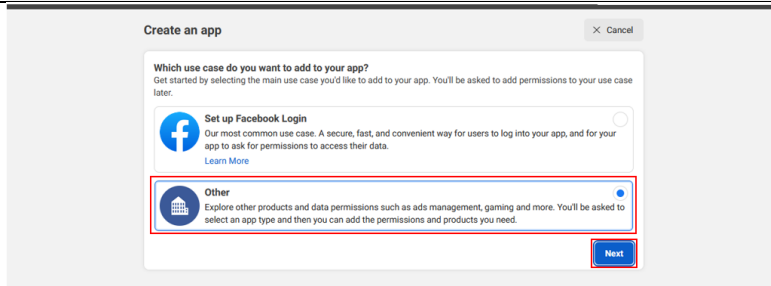
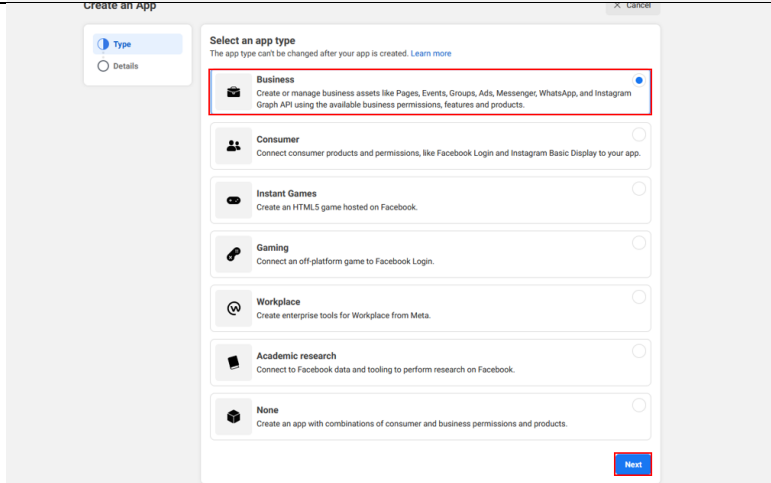
## Get your Facebook Page Ready

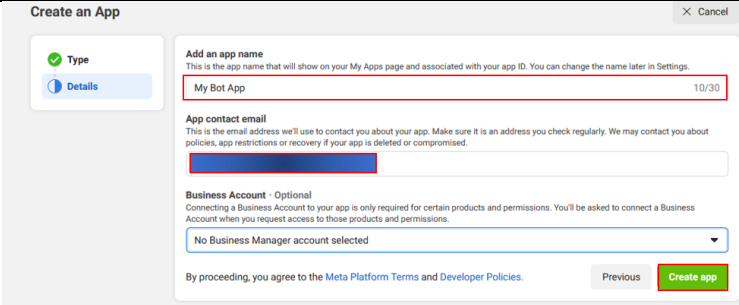
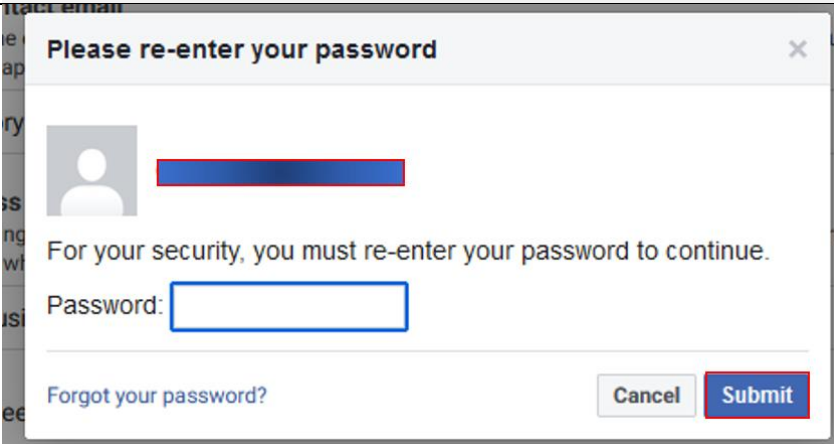
<p>Click on <b>+ Create new Page</b></p>	
--	--

<p>Fill up Required fields</p> <p>Name: My Chat Bot Page Category: Education</p> <p>Click on <b>Create Page</b></p>	
---	--

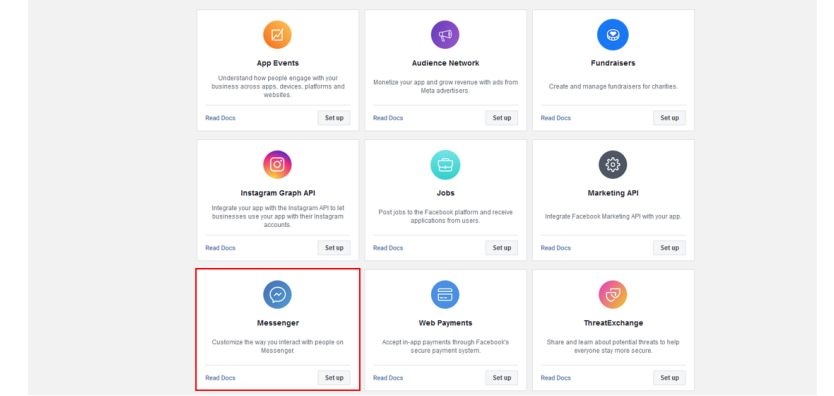
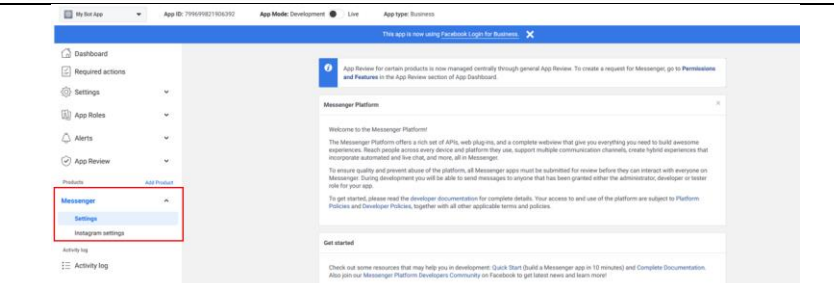
## Create a Facebook Messenger app

<p>Go to <a href="https://developers.facebook.com/">https://developers.facebook.com/</a></p> <p>Click on <b>Get Started</b></p>	
<p>Click on <b>Continue</b></p>	
<p>Verify your account by putting <b>mobile number</b></p> <p>Click on <b>Send Verification SMS</b></p>	
<p>Wait for the code and hit <b>Continue</b></p>	
<p>Check your primary email</p> <p>Click <b>Confirm Email</b></p>	

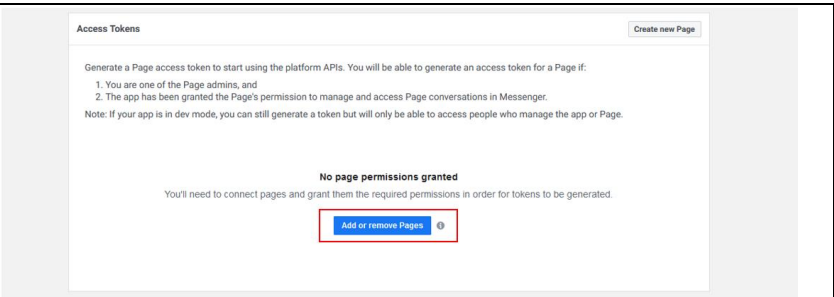

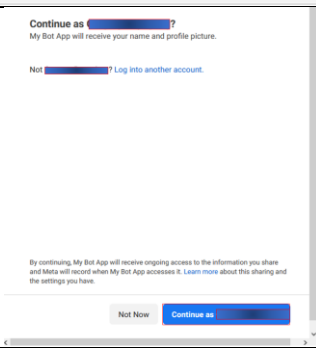
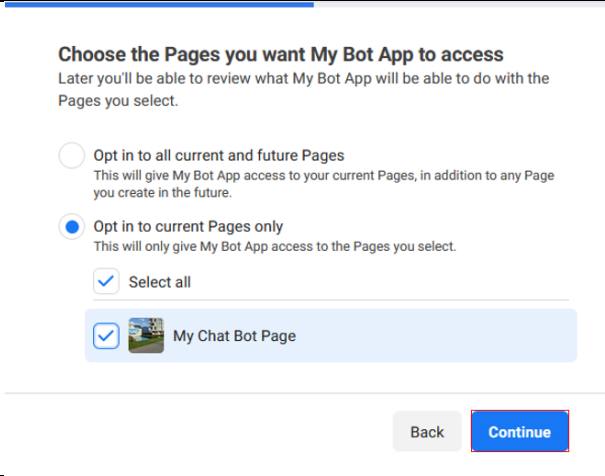
<p>Click everything that may apply</p> <p>Go as Developer by default</p> <p>Click <b>Complete Registration</b></p>	
<p>Click on <b>Create App</b></p>	
<p>Select <b>Other</b></p> <p>Click <b>Next</b></p>	
<p>Select <b>Business</b></p> <p>Click <b>Next</b></p>	

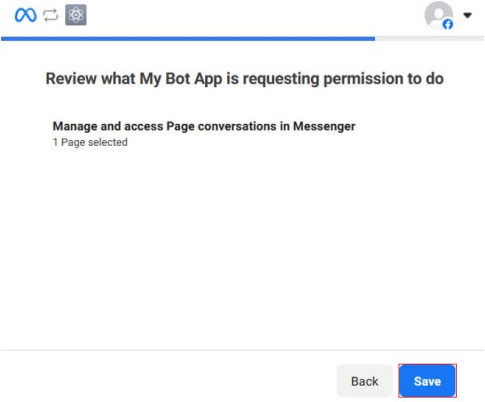
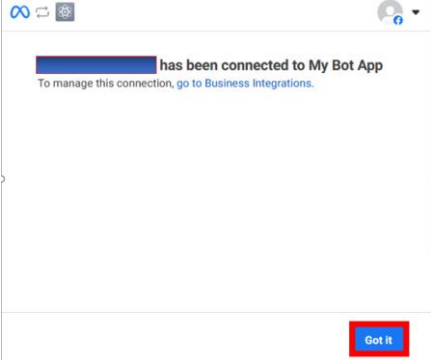
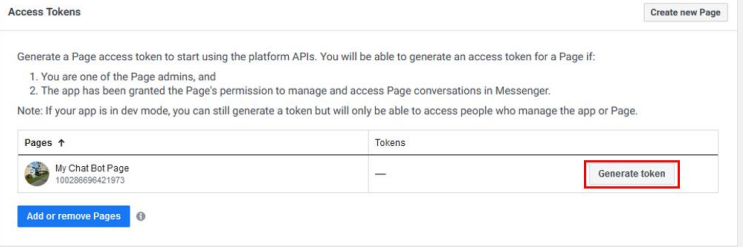
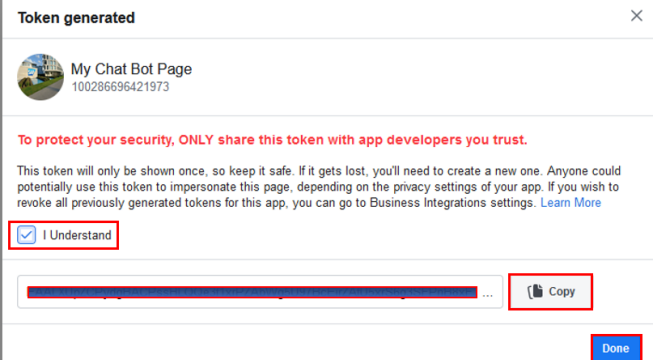
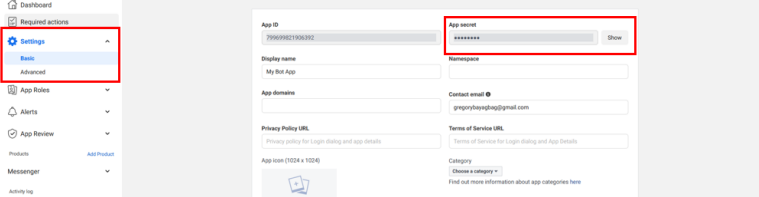
<p>Name your application <b>My Bot App</b></p> <p>Verify your Email</p> <p>Click on <b>Create App</b></p>	
<p>Enter your password for Verification</p> <p>Click <b>Submit</b></p>	

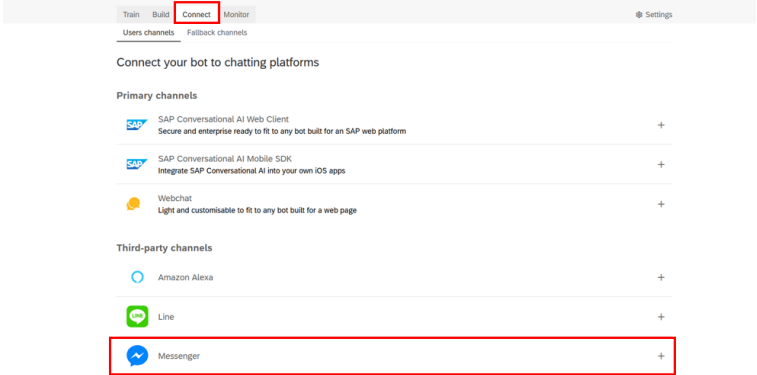
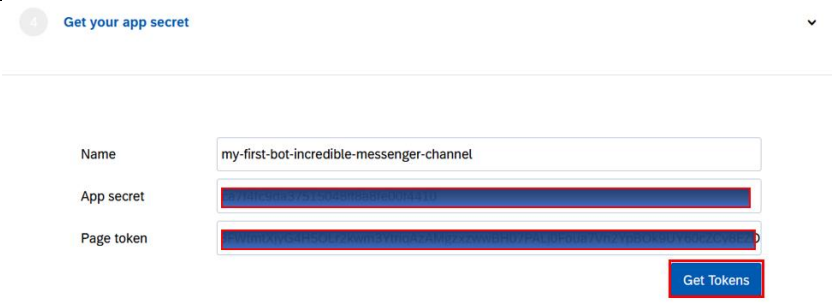
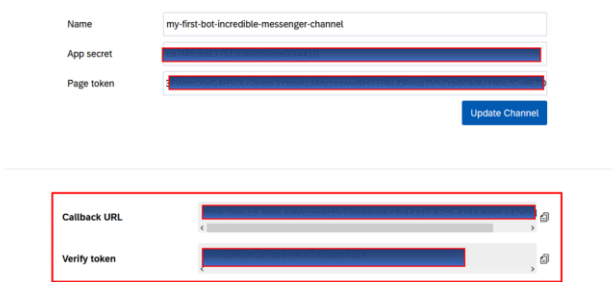
## Set up your Facebook Messenger App

<p>Find the <b>Messenger</b> tile</p> <p>Click <b>Set Up</b>.</p>	
<p>Messenger should appear below Products</p>	

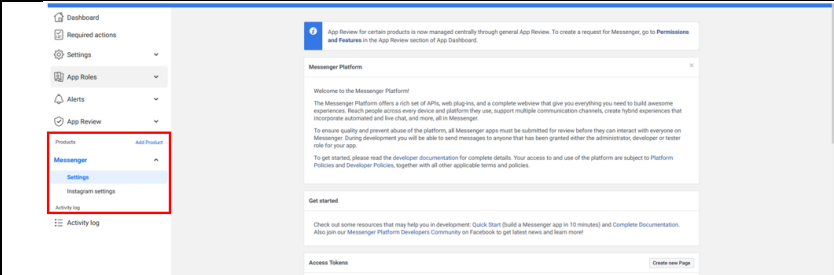
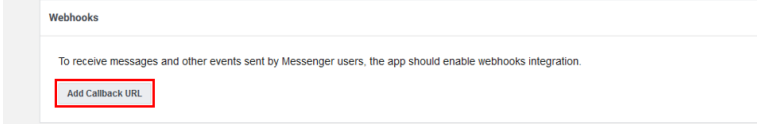
# Get your Facebook Page Token

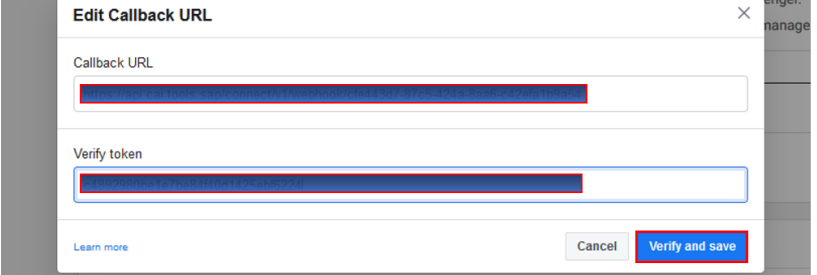
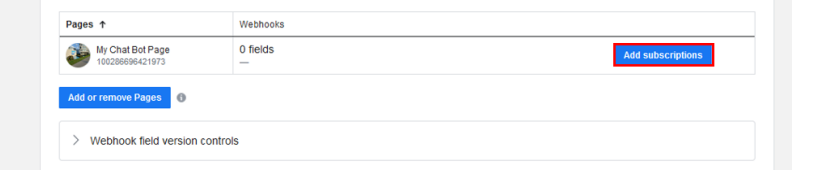
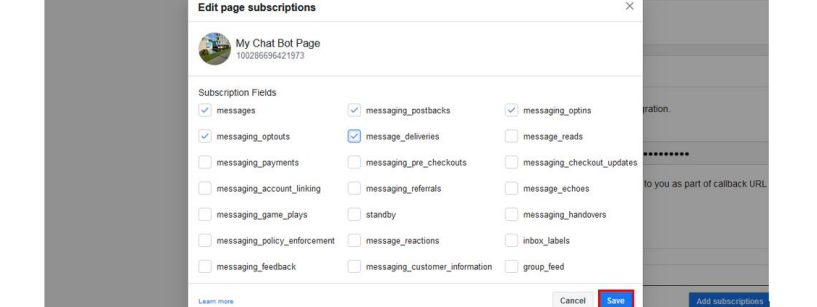
<p>Click on <b>Add or Remove Pages</b></p>	
<p>Pop up will show just click <b>Continue</b></p>	
<p>Click on <b>Continue as "your account name"</b></p>	
<p>Select your page</p> <p>Click <b>Continue</b></p>	

<p>Click <b>Save</b></p>	
<p>Now it is connected</p> <p>Click <b>Got It</b></p>	
<p>Click on <b>Generate Token</b></p>	
<p>Tick the <b>I Understand</b></p> <p>Click on <b>Copy</b> on the token and save it</p> <p>Click <b>Done</b></p>	
<p>Go to <b>Setting &gt; Basic</b></p> <p>Click on Show</p> <p>Save your <b>app secret</b></p>	

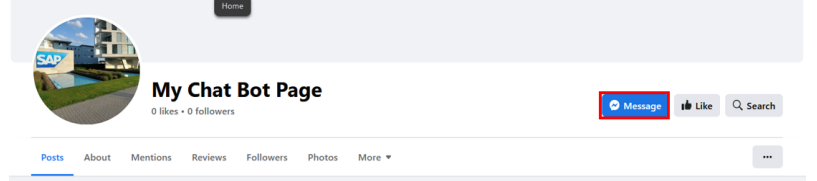
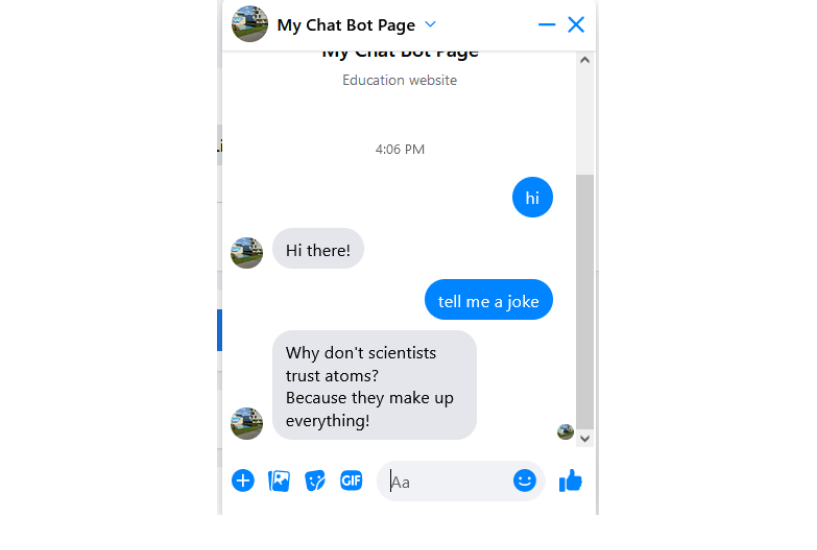
<p>Go to CAI tools into your Chatbot</p> <p>navigate to <b>Connect</b> tab</p> <p>Select <b>Messenger</b></p>	 <p>The screenshot shows the 'Connect' tab in the SAP Conversational AI interface. Under 'Primary channels', 'Messenger' is highlighted with a red box. Other channels like SAP Conversational AI Web Client, SAP Conversational AI Mobile SDK, Webchat, Amazon Alexa, and Line are also listed.</p>
<p>Under Get your app secret</p> <p>Paste App secret and Page Token</p> <p>Click <b>Get Tokens</b></p>	 <p>The screenshot shows the 'Get your app secret' form. It has fields for 'Name' (my-first-bot-incredible-messenger-channel), 'App secret', and 'Page token'. A red box highlights the 'Get Tokens' button at the bottom right.</p>
<p>Callback URL and Verify Token will appear</p> <p><b>Copy and Save</b> it for later</p>	 <p>The screenshot shows the 'Update Channel' form. It has fields for 'Name', 'App secret', and 'Page token'. Below these, there are fields for 'Callback URL' and 'Verify token', both of which are highlighted with red boxes. An 'Update Channel' button is at the bottom right.</p>

## Connect SAP Conversational AI to your Messenger App

<p>Go back to your messenger app</p> <p><b>Messenger &gt; Settings</b></p>	 <p>The screenshot shows the Messenger app settings page. The 'Settings' option is highlighted with a red box in the left sidebar. The main content area shows the 'Welcome to the Messenger Platform' message.</p>
<p>Find the Webhooks section</p> <p>Click <b>Add Callback URL</b></p>	 <p>The screenshot shows the 'Webhooks' section. It contains the text 'To receive messages and other events sent by Messenger users, the app should enable webhooks integration.' Below this text, the 'Add Callback URL' button is highlighted with a red box.</p>

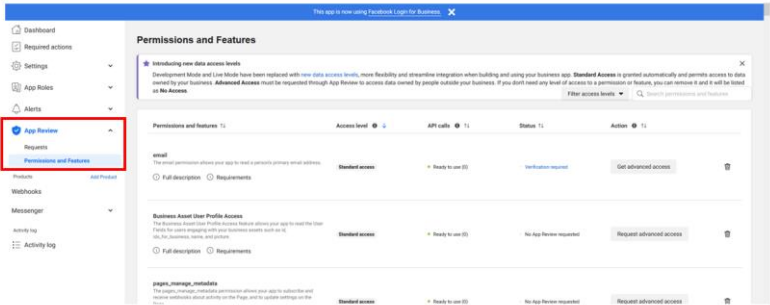

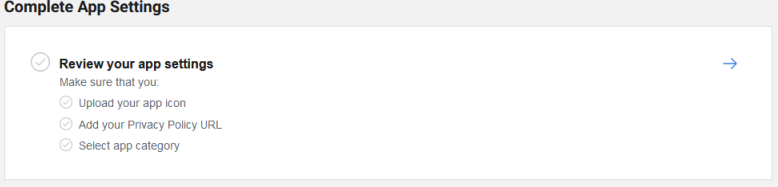
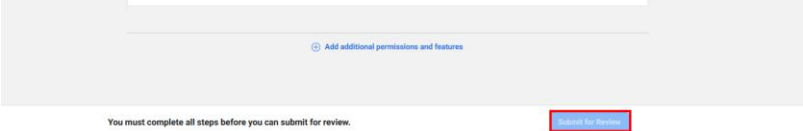
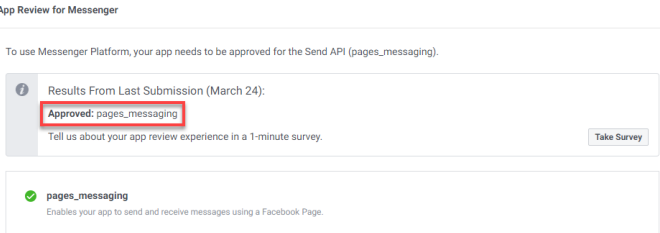
<p>Paste the <b>Callback URL</b> and <b>Verify Token</b> from the CAI tools that you save from earlier steps</p> <p>Click <b>Verify and Save</b></p>	
<p>Click on <b>Add Subscription</b></p>	
<p>Tick the first 5 fields messages, messaging_postbacks, messaging_optins, messaging_optouts, message_deliveries</p> <p>Click <b>save</b></p>	

## Test your Bot

<p>Using different account go to your page</p> <p>Click <b>Message</b></p>	
<p>Type in text that will trigger intents of your bot.</p>	



## Submit your bot to Facebook and Publish it

<p>Go back to Facebook Developer</p> <p><b>App Review &gt; Permission and Features</b></p>	
<p>Find pages_messaging</p> <p>Click on <b>Request advanced access</b></p>	
<p>This enables Facebook to perform mandatory verification and testing for your Messenger chatbot. You likely will have to provide additional information and add settings to the bot. It will take approx. 5 days</p>	
<p>You need to complete app settings requirements to apply for submissions.</p>	
<p>Once you have added all the information, click <b>Submit for Review</b>. It won't take long for the Facebook review team to look at your bot and give you the green light to publish it.</p>	
<p>Once it is approved, a message should appear next to your submission.</p>	
<p>Once approved, make your application live by changing the In development / <b>Live toggle</b>.</p>	