

Oracle MOOC: Oracle Intelligent Bots

Session 3

Run Your Chatbot on Facebook Messenger

In this lab, you will publish your chatbot to Facebook Messenger. Because this allows access to your chatbot through a Facebook page, you can put it within easy reach of a multitude of users.

This lab shows you how to connect your chatbot to Facebook by creating a Facebook Messenger channel. You might recall from the videos that a channel holds the configuration for a messaging service.

Before You Begin

To complete this lab, you need a Facebook account. For testing purposes--which includes this lab--you can use your own Facebook account or create a new one. For production, you might consider creating an organizational Facebook account.

If you create an account specifically for testing, keep in mind that you need to supply an active mobile number when you sign up for a Facebook account. This number can't be shared with any other Facebook account, including your personal account. As a result, Facebook might remove the current mobile number from your personal account if you create an additional account for testing.

Because the channel that you're going to create requires values from both Facebook and Oracle Bots, you'll be switching between the two platforms to complete the configuration. To make this process easier, open one tab in your browser for your Oracle Bots instance, and another for Facebook (<https://www.facebook.com>).

Important: Because Facebook is currently blocking new bots, you won't be able to complete the deployment of your bot through Facebook. However, once this temporary restriction is lifted, you can complete this lab. Also note that with the latest version of Bots, you can also deploy your bot through other channels, such as webpage, iOS, or Android applications.

Should Facebook allow the deployment of new bots, you'll need an ngrok URL. This URL allows Facebook to tunnel through the Bots instance used for this lab. It's listed in your account information and should look something like this:

<https://1a2b3c4d.ngrok.io>

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You only need this URL for this lab; you won't need it for a production instance.

Chatbot MOOC Account Setup

Account Information for John.Smith@example.com

Domain	gse00012256
Bot UI URL	http://198.51.100.1:8080/botsui/bot
Bot Resource URL	http://198.51.100.1:8888
Bot Resource Username	MyTestUser
Bot Resource Password	MyTestPassword
Ngrok URL	https://1a2b3c4d.ngrok.io > localhost:8800

Step 1: Create and Configure a Facebook Page for Your Chatbot

To start this lab, configure a Facebook page for your MasterBot.

1. Open a new tab in your browser and then log in to <https://www.facebook.com> using your Facebook account.

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facebook

Email or Phone Password Log In

Forgotten account?

Facebook helps you connect and share with the people in your life.

Create an account

It's free and always will be.

First name Surname

Mobile number or email address

Re-enter mobile number or email address

New password

Birthday

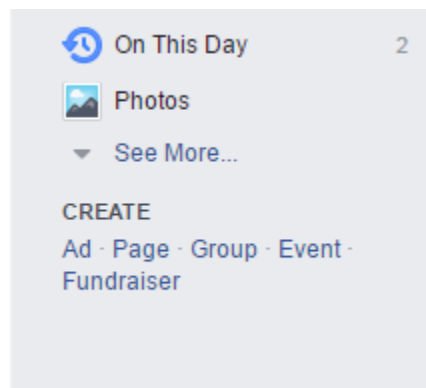
Day Month Year Why do I need to provide my date of birth?

☐ Female ☐ Male

By clicking Create an account, you agree to our Terms and confirm that you have read our Data Policy, including our Cookie Use Policy. You may receive SMS message notifications from Facebook and can opt out at any time.

Create an account

2. Locate the option create a new page at the bottom left of the screen and then click it. If you can't see that link, you may have rearranged your personal Facebook page. Instead, instead go directly to the Create Page option via <https://www.facebook.com/pages/create>.



3. From here, you will create your own Facebook page and name it.
4. Select the type of Facebook page you want by selecting one of the options. For example, choose **Company, Organization or Institution**.

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Create a Page

Give your brand, business or cause a voice on Facebook and connect with the people who matter to you.
It's free to set up. Just choose a Page type to get started.



Local business or place



Company, Organisation or Institution



Brand or product



Artist, Band or Public Figure



Entertainment



Cause or Community

5. If prompted for a further subcategory, select one from the list and then enter the name of the page.

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Create a Page

Give your brand, business or cause a voice on Facebook and connect with the people who matter to you. It's free to set up. Just choose a Page type to get started.



Local Business or Place

Company, Organization or Institution

Join your supporters on Facebook.

Internet Company ▼

Company Name

By clicking Get Started, you agree to the Facebook Pages Terms.

Get Started



Brand or Product



Artist, Band or Public Figure



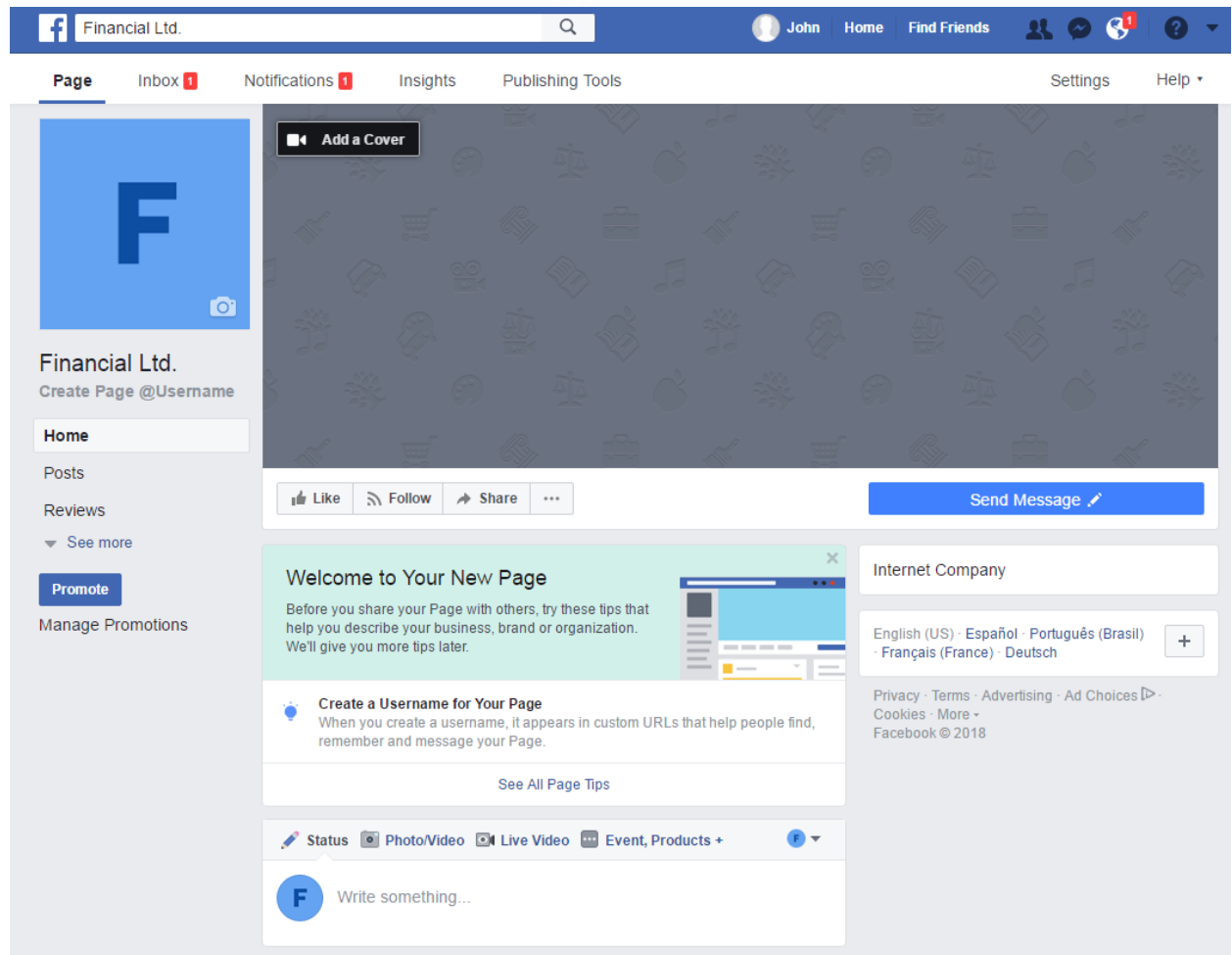
Entertainment



Cause or Community

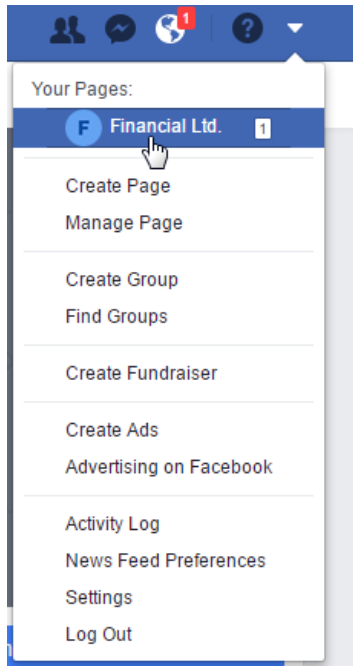
Facebook will create the new page and then display it.

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Tip: If you ever want to get back to this page from your personal account, first select the question mark icon's drop down in the top right, then select your page from the displayed list of options.

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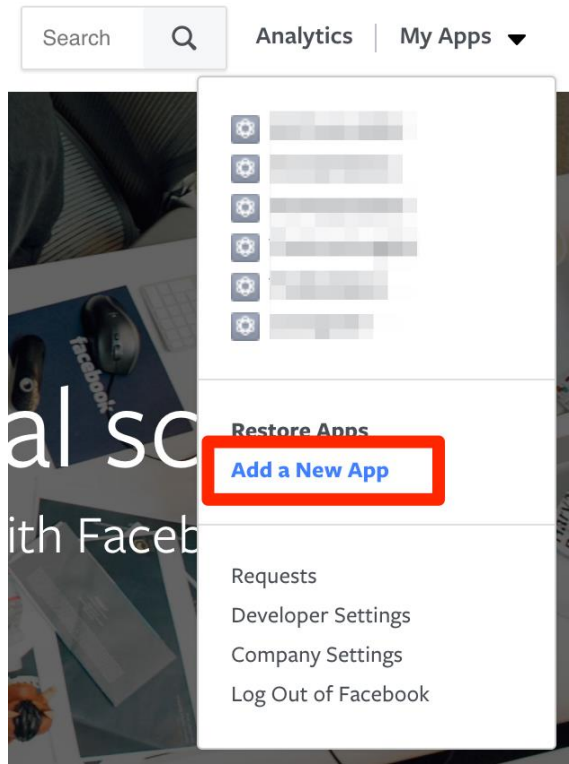


Step 2: Create a Facebook App

Next, you need to create the app that represents your MasterBot in Facebook.

1. Enable your Facebook account as a Facebook Developer Account. To do this, go to <https://developers.facebook.com>.
2. If you're already a registered Facebook developer, then you'll be logged in and are ready to create an app. In this case:
 - a. Click the **Create App** button in the upper right or, if you've previously created an app, choose **Add a New App** from the My Apps menu (also located in the upper right).

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b. Complete the Create a New App ID dialog:

1. Enter MyBot_xx (where xx are your initials).
2. Supply a contact email.
3. Click **Create App ID**.

Create a New App ID

Get started integrating Facebook into your app or website

Display Name

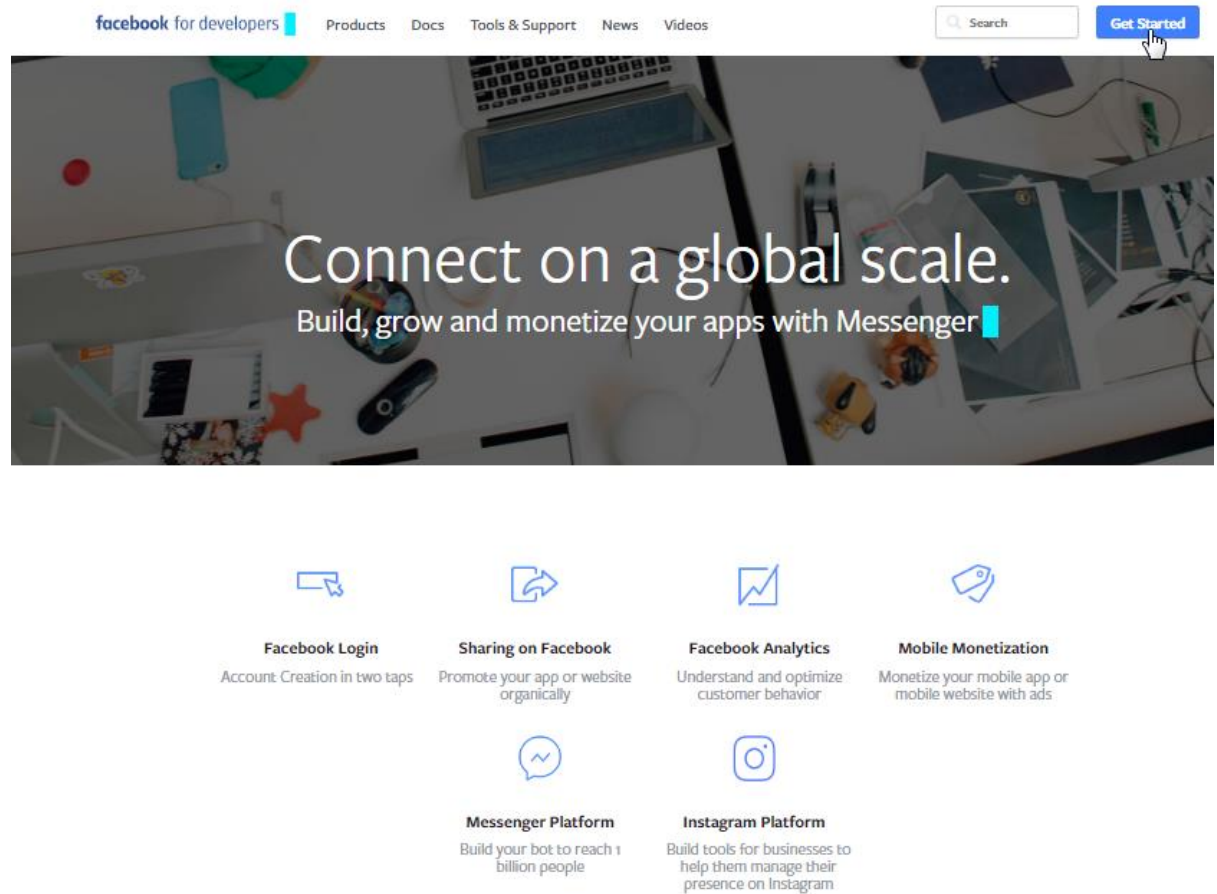
Contact Email

By proceeding, you agree to the [Facebook Platform Policies](#)

account

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1. Click **Get Started** in the upper right.



2. Click **Next** to begin registration.

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1 Register — 2 First App — 3 Tell Us About You

Welcome to Facebook for Developers



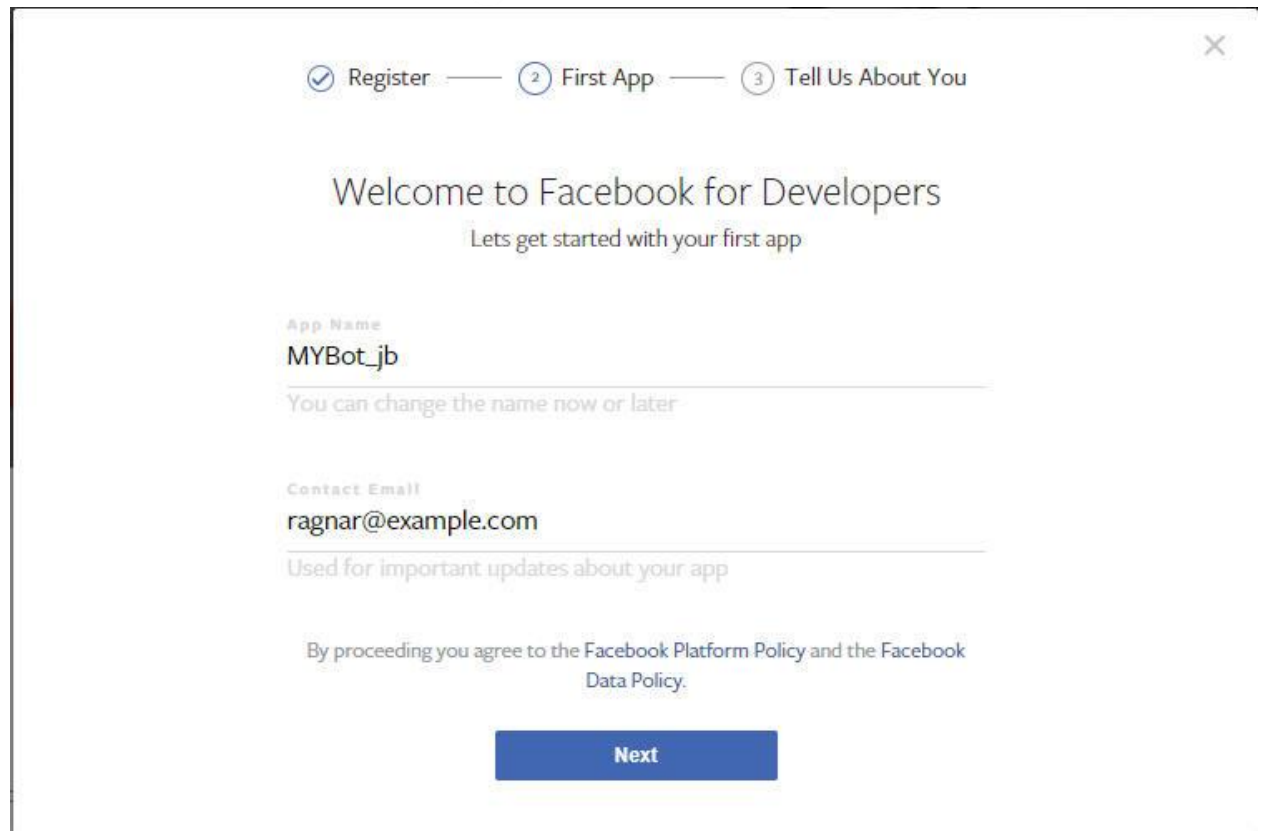
Create a Facebook for Developers account

Next

By proceeding, you agree to receive marketing related electronic communications from Facebook, including news, events, updates, and promotional emails. You may unsubscribe at any time in Developer Settings.

3. In the App Name field, enter MyBot_xx (where xx are your initials) and then provide a contact email address. Click **Next**.

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The screenshot shows a registration window for Facebook for Developers. At the top, there is a progress bar with three steps: 1. Register (checked), 2. First App (active), and 3. Tell Us About You. The main heading is "Welcome to Facebook for Developers" with the subtext "Let's get started with your first app". Below this, there are two input fields. The first is labeled "App Name" and contains the text "MYBot_jb", with a hint "You can change the name now or later". The second is labeled "Contact Email" and contains the text "ragnar@example.com", with a hint "Used for important updates about your app". At the bottom, there is a line of text: "By proceeding you agree to the Facebook Platform Policy and the Facebook Data Policy." and a blue "Next" button.

✓ Register — 2 First App — 3 Tell Us About You

Welcome to Facebook for Developers
Let's get started with your first app

App Name
MYBot_jb
You can change the name now or later

Contact Email
ragnar@example.com
Used for important updates about your app

By proceeding you agree to the Facebook Platform Policy and the Facebook Data Policy.






Next

4. Enter the verification code when prompted.
5. If you want to, enter your profile information. Otherwise, click **Skip this Step**.

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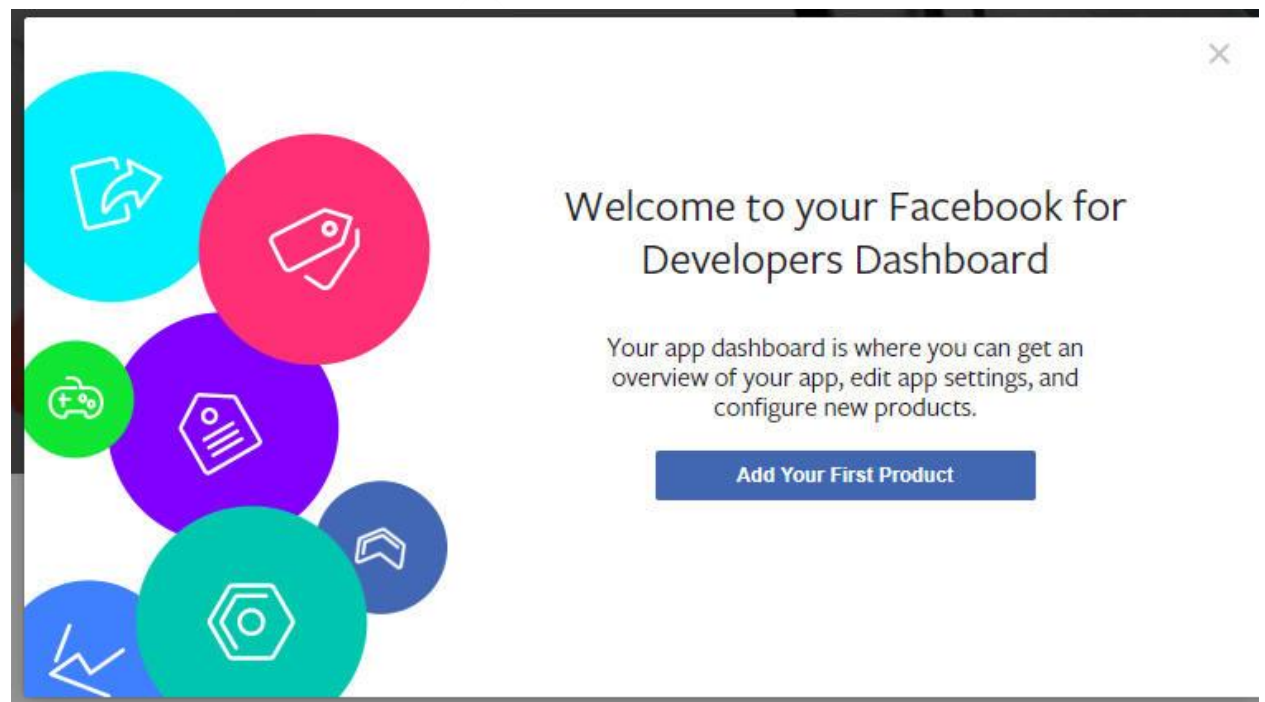
✓ Register — ✓ First App — ③ Tell Us About You

Which of these best describe what you do

 Engineer	 Marketer
 Business Analyst	 Product Owner/Manager
 Other	

[Skip this step](#)

6. Open the Dashboard by clicking **Add Your First Product**.



The Dashboard for your app appears.

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- The Dashboard page shows you the top-level information about your application. In particular, it shows the App Secret key.

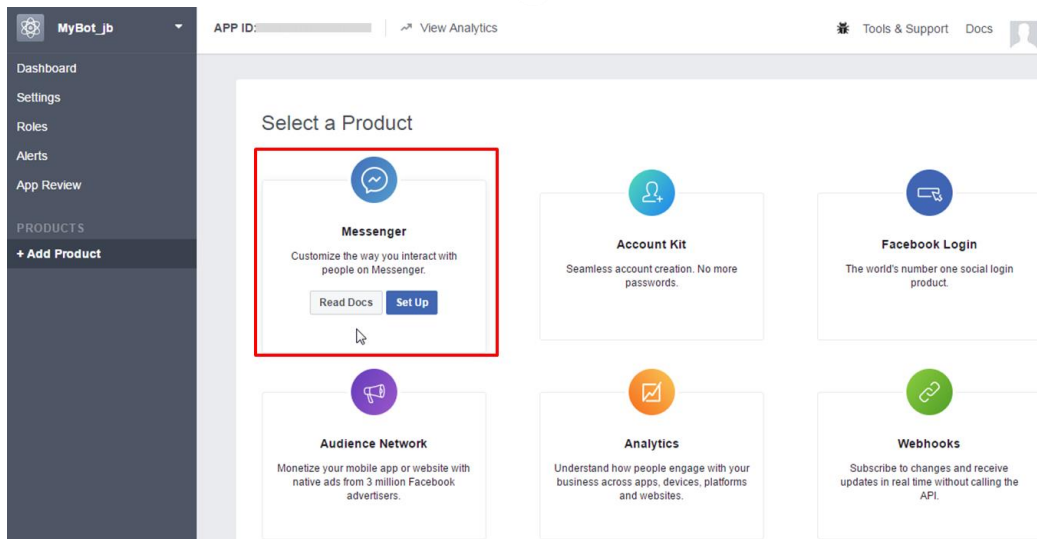


You will need the App Secret key for the channel configuration in Bots, so click **Show** and then copy the App Secret key value into a text editor.

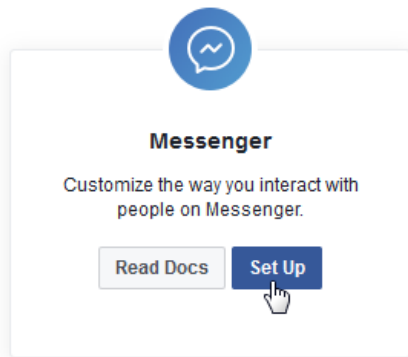
Note: You need to provide your Facebook password to view the App Secret key value.

- Next, you need to add a product to your application. Specifically, you need to enable the Messenger product for the page that we created earlier, so click **Add Product** in the left navbar.

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7. Hover over the Messenger tile to reveal the **Set Up** button. Click this button to open the Messenger Settings.



8. You need to configure the Facebook page for Messenger. Part of this process includes creating a Page Access Token that identifies the page where messages are sent from your chatbot.

First, scroll down to the Token Generation section. Next, select your page from the Page drop down menu.

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Token Generation

Page token is required to start using the . use them yet, though in this case you will don't own using Facebook Login.

Page

Select a Page ▾

✓ Select a Page

Financial Ltd.

Page Access Token

You must select a P

Create a new page

When you select your page, Facebook generates a Page Access Token for it. Copy this value into a text editor.

Dashboard

Settings

Roles

Alerts

App Review

PRODUCTS

Messenger

Settings

+ Add Product

Check out some resources that may help you in development: [Quick Start](#) (build a messenger app in 10 minutes) and [Complete Documentation](#). Also join our [Messenger Platform Developers Community](#) on Facebook to get latest news and learn more!

Token Generation

Page token is required to start using the APIs. This page token will have all messenger permissions even if your app 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

FinanceLtd ▾

EAA

Create a new page

Webhooks

Setup Webhooks

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

Next, you're going to create a channel in Oracle Intelligent Bots using the Facebook-generated artifacts.

Step 3: Setup Your Chatbot to Use the Facebook Channel

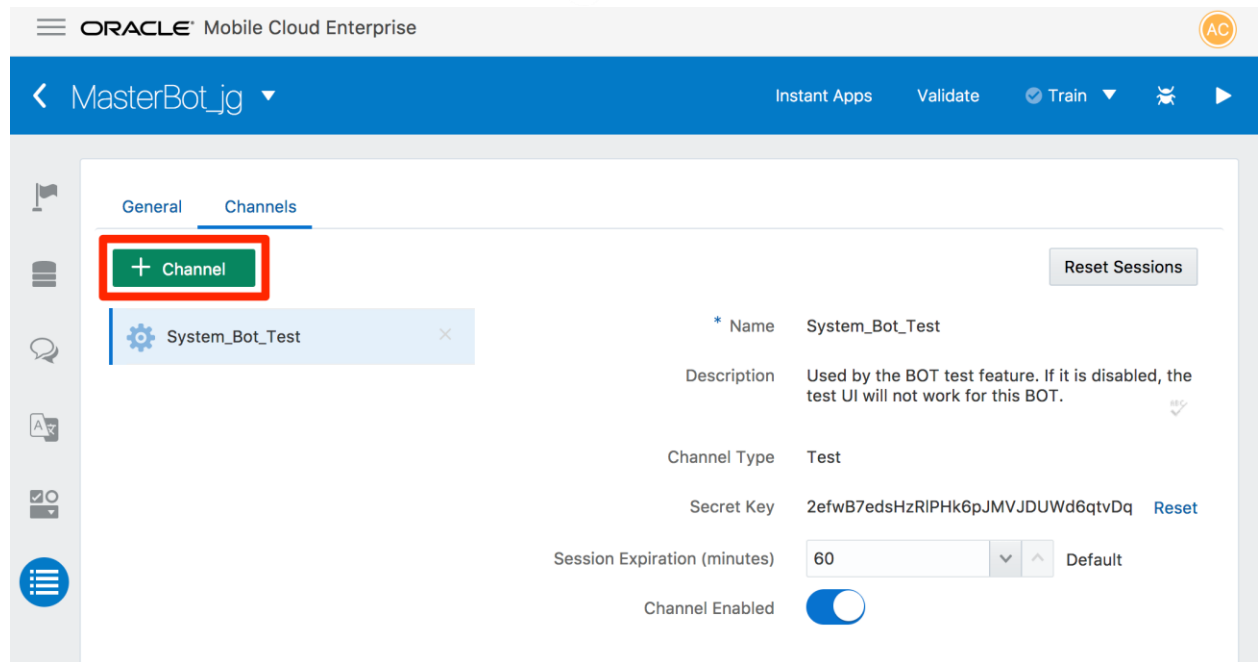
In this step, you're going to configure the Facebook Messenger channel itself and then test your chatbot in Facebook.

1. In Oracle Intelligent Bots, click the **Settings** icon in the left navbar and then click the Channels tab. Click **Add Channel**.

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2. In the Create Channel dialog, give the channel a name and description.
3. Be sure that **Facebook Messenger** (the default) is selected from the Channel Type menu.
4. Next, copy in both the Page Access Token and App Secret key that you saved from Facebook into their respective fields.
5. Switch on the **Channel Enabled** toggle and then click **Create**.

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Create Channel



* Name

MyFacebookChannel

Description

Let users access my bot from FB Messenger



? Channel Type

Facebook Messenger



* Page Access Token

EAAHWBRZB3QOIBAHpx62tFn2ByRZCji6JZAuZBr9e2a24nG7Y

[REDACTED]

YuW4GZAcy8YPdjKPLpMRVOM7QZDZD



* App Secret

48:[REDACTED]26

Session Expiration (minutes)

60



Default

Channel Enabled



Create

- In the Channel definition screen, copy the Verify Token and Webhook URL to a text editor and then save the file. Keep this file close at hand, because you'll use these

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on the Facebook side to hook your chatbot up to your Facebook application.

The screenshot shows the Oracle Intelligent Bots console interface. The top navigation bar includes 'MasterBot_jg', 'Instant Apps', 'Validate', 'Train', and a play button. The left sidebar contains icons for various functions. The main content area is divided into 'General' and 'Channels' tabs. Under the 'Channels' tab, there is a '+ Channel' button and a list of channels: 'MyFacebookChannel' and 'System_Bot_Test'. The configuration details for 'MyFacebookChannel' are shown on the right. The 'Verify Token' and 'Webhook URL' fields are highlighted with red boxes. The 'Webhook URL' field contains a long alphanumeric string.

- Outside of the demo environment that you're using for this lab, the Webhook URL that's generated by Bots works with Facebook. But because this is a demo environment, this URL won't work until you substitute the protocol, domain, and port number with the ngrok URL listed in your account information.

Ngrok URL **https://1a2b3c4d.ngrok.io** > localhost:8800

So if Bots generates a Webhook URL that looks like this:

`http://bots-connectors:8000/connectors/v1/tenants/chatbot-tenant/listeners/facebook/channels/Z1E2B3R4-Z1E2B3-ZIE2-Z1E2-12345ABCDE`

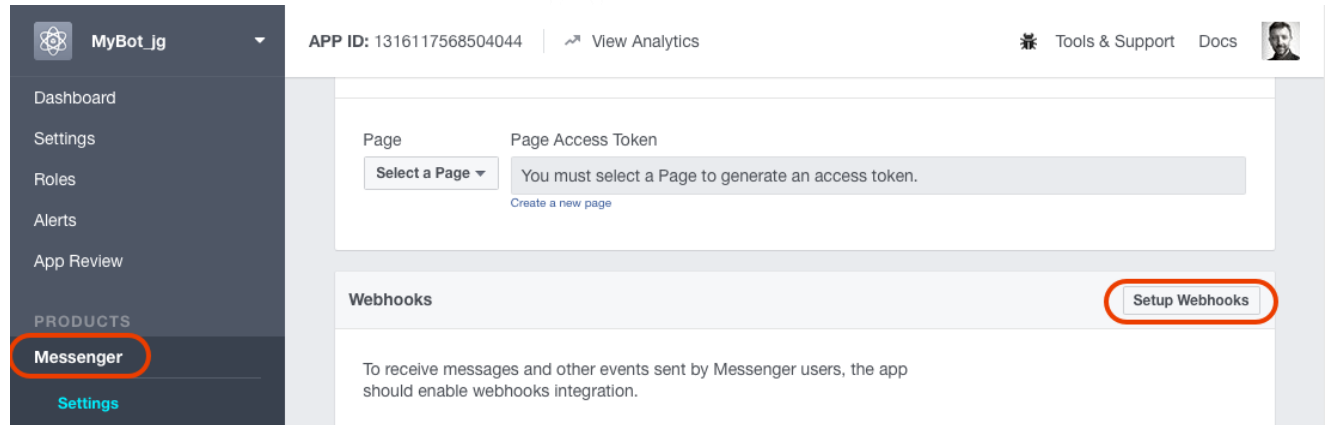
You would change it to look something like this:

`https://1a2b3c4d.ngrok.io/connectors/v1/tenants/chatbot-tenant/listeners/facebook/channels/Z1E2B3R4-Z1E2B3-ZIE2-Z1E2-12345ABCDE`

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Note: You don't need an ngrok URL when you use your own instance of Intelligent Bots. You only need it to complete this lab.

8. Return to the Facebook App screen in your other browser tab.
9. Select the **Messenger** option (located under Products) in the left navbar and then click **Setup Webhooks** in the Webhooks section of the page.



10. In New Page Subscription dialog, copy the Webhook URL that you modified with the ngrok URL into the Callback URL field.
11. Copy the Verify Token that was generated by Oracle Intelligent Bots into its respective field.
12. Next, select the following options from the Subscription Fields section:
 - **messages**
 - **messaging_postbacks**

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New Page Subscription

Callback URL

`https://1a2b3c4d.ngrok.io/connectors/v1/tenants/chatbot-tenant/listeners/facebook/channels/Z1E2B3R4-Z1E2B3-ZIE2-Z1E`

Verify Token

`ABCDbotstraining123456`

Subscription Fields

- | | | |
|--|---|--|
| <input checked="" type="checkbox"/> messages | <input checked="" type="checkbox"/> messaging_postbacks | <input type="checkbox"/> messaging_optins |
| <input type="checkbox"/> message_deliveries | <input type="checkbox"/> message_reads | <input type="checkbox"/> messaging_payments |
| <input type="checkbox"/> messaging_pre_checkouts | <input type="checkbox"/> messaging_checkout_updates | <input type="checkbox"/> messaging_account_linking |
| <input type="checkbox"/> messaging_referrals | <input type="checkbox"/> message_echoes | <input type="checkbox"/> standby |
| <input type="checkbox"/> messaging_handovers | <input type="checkbox"/> messaging_policy_enforcement | |

[Learn more](#)

Cancel

Verify and Save

13. Click **Verify and Save**.

14. In the updated Messenger Settings page, select the name of the page that you created earlier from the Select a Page menu and then click **Subscribe**.

Webhooks

Edit events

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

Selected events: **messages, messaging_postbacks**

Select a page to subscribe your webhook to the page events
The app is not subscribed to any pages

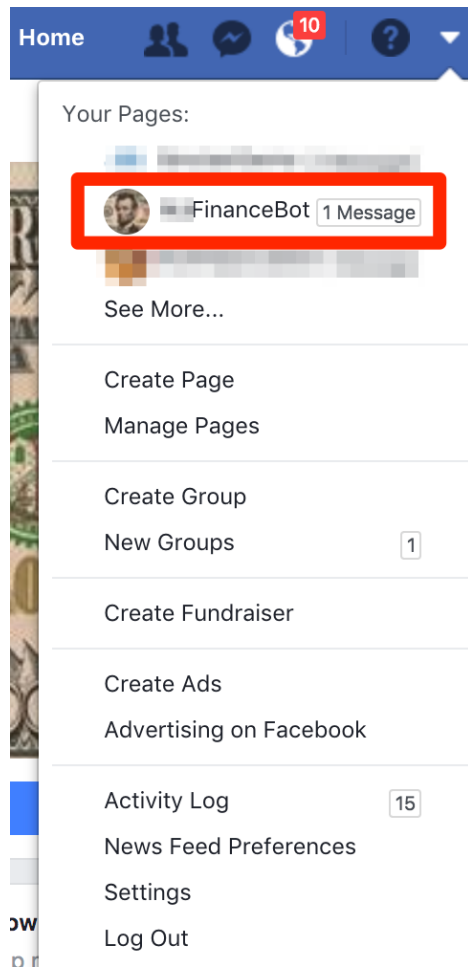
FinanceBot

Subscribe

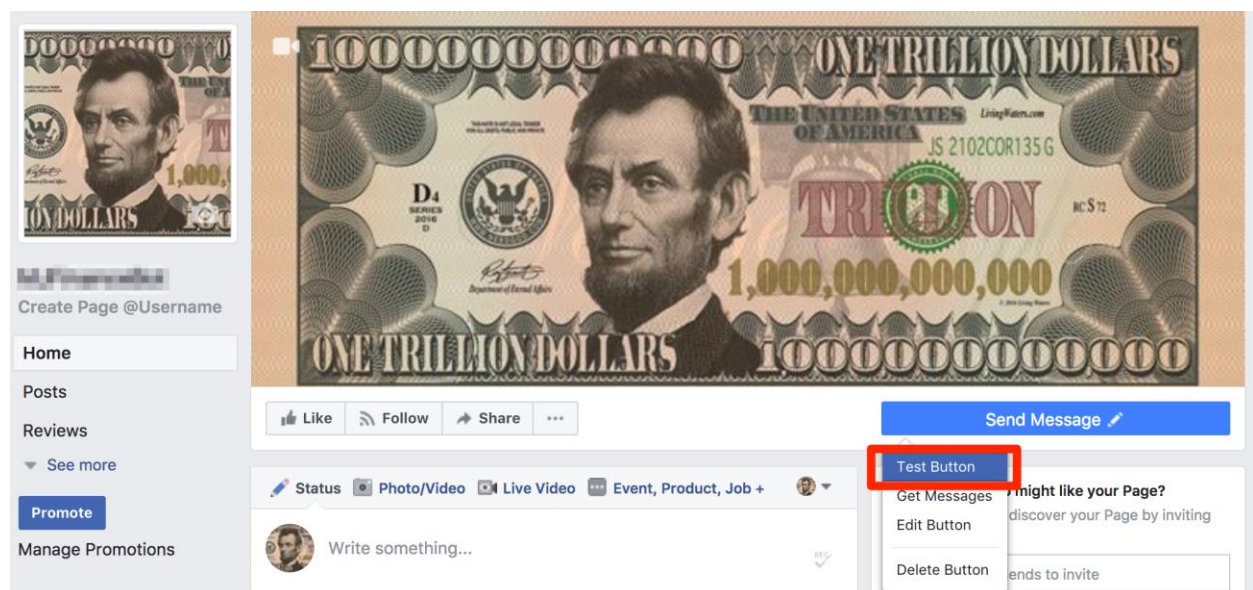
At this point, you have configured both Facebook and the Facebook Messenger channel in Oracle Intelligent Bots. From here, you can test the configuration.

15. Return to your personal Facebook account, open the menu located at the top right and then select your page.

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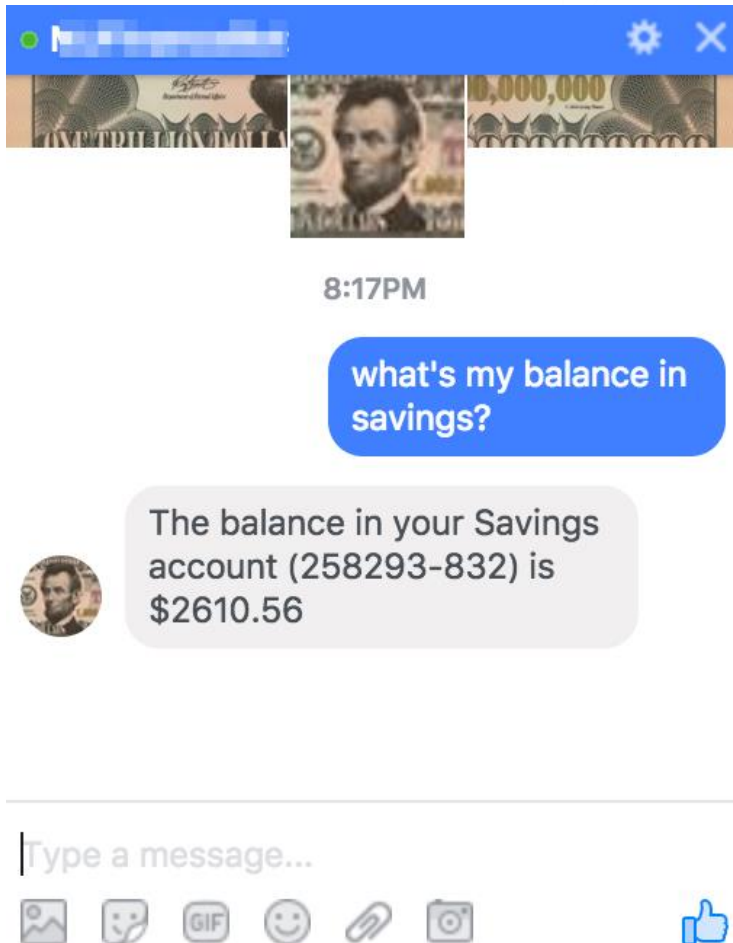


16. Hover over the **Send Message** button and then choose **Test Button**.



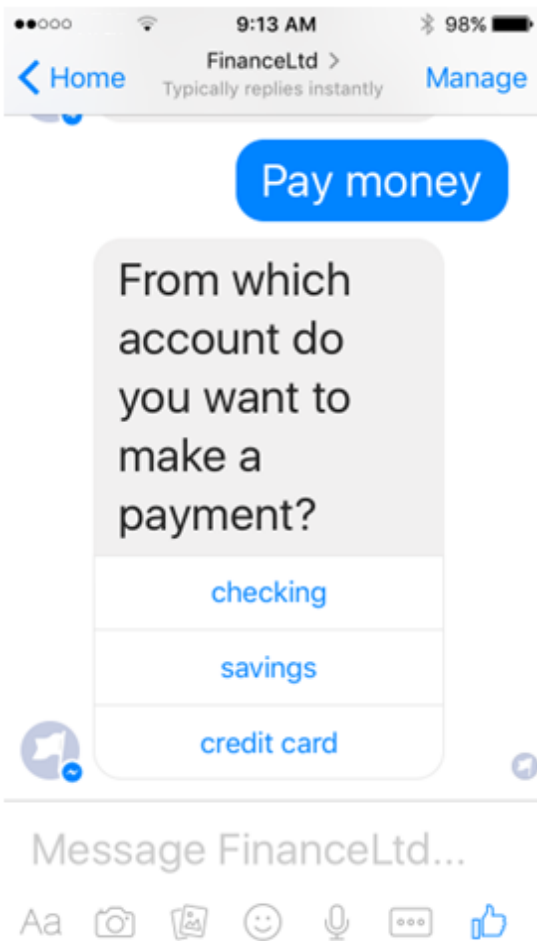
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17. You can now message your chatbot using the chat window. You can ask it to perform various tasks, like returning balance information or sending funds to people or sending money to different accounts.



You should also be able to access your chatbot from Facebook Messenger on a mobile device.

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Hooray! You have now introduced your chatbot to its public by hooking it up to Facebook Messenger. Even more impressive--you've completed all of the labs!