Webex Teams Hackathon 2018

Lab5 – Creating Webex Teams Bot

Objectives

In this lab, you will complete the following objectives:

- Create a Webex Teams bot
- Add the bot to a 1-to-1 Webex Teams space and send a message
- Add the bot to a Webex Teams group space and send a message with the bot mentioned in it

Background / Scenario

Bots are similar to regular Webex Teams users. They can participate in 1-to-1 and group spaces, and users can message them directly or add them to a group space. A bot can only access messages sent to it directly. In group spaces, bots must be @mentioned to access the message. In 1-to-1 spaces, a bot has access to all messages from the user.

Webhook is used to send notifications about actions where a bot is affected (e.g. a message was sent where the bot was mentioned). When we create a webhook we have to define an URL of a POST type REST API endpoint. When a bot action happens, Webex Teams will send a POST request to this endpoint with the details of the action.

If we would like to create a Webex Teams bot application we have to create a bot, create a webhook and develop a backend system consisting of at least a POST endpoint for the webhook. The back end will be responsible for processing the data received by the webhook request and it also can be used to send Webex Teams messages in the name of the bot.

In this lab we will create a Webex Teams bot. Webhook creation procedure will be described in the next lab.

When completed, you will have a new Webex Teams bot which can be added to a Webex Teams space.
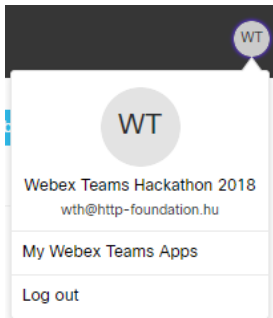
Required Resources

- Webex Teams client

Step 1: Create Project for Deployment

In this step, you will create your first bot.

a. In your web browser navigate to https://developer.webex.com.

b. Click on "Login" on the top right part of the page and login with your Webex Teams username and password.

c. Click on your profile icon on the top right part of the page and select "My Webex Teams App".

d. Click on "Create a New App" button.

e. Click on "Create a Bot" button

Note: For detailed description of Webex Teams bots you can navigate to the documentation page by clicking on "Learn more".

f. On the next page choose a name for your bot. Use `wth2018-<nnnn>` as bot name where `<nnnn>` is a randomly selected four-digit number (e.g. `wth2018-0654`).

g. Choose a username for your bot. Use `wth2018-<nnnn>@webex.bot` as bot username where `wth2018-<nnnn>` is the name of the bot you chose in the previous step.

Note: Bot username must be identical for the scope of the whole Webex Teams environment.

h. A special badge is added to a bot's avatar in the Webex Teams clients so users know they're interacting with a bot instead of a human. Select a badge icon for your bot. You can choose from the three predefined icons or you can upload your own image too.

i. Add the following description: "My first Webex Teams bot".

j. Click "Add Bot".

k. After the bot was successfully created you can check all the details of your bot.

wth2018-0654

Submit to Webex App Hub

Bot's Access Token
Non-expiring (good for 100 years) access token for your bot.

YTY4ZjMxMDUtODA5NS00MGM4LThjZjltMWNkNDRh   Copy

Bot ID
Unique system generated ID for your bot.

Y2IzY29zcGFyazovL3VzL0FQUExJQ0FUSU9OLzlyOTE   Copy

Bot Name*
Name of your bot in 100 characters or less.

wth2018-0654   Edit

Bot Username*
The username users will use to add your bot to a space. Cannot be changed later.
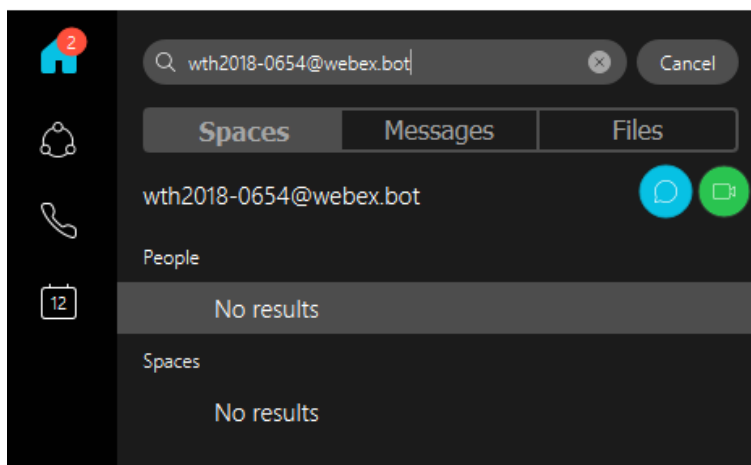
wth2018-0654@webex.bot

Congratulation! You have created your first Webex Teams bot!

l. Copy the access token to the clipboard and save it for later.

   Note: Next time when you navigate back to your bot's page you will not see the token again. If you lose the access token you must regenerate it. By regenerating the token, you will revoke your current token.
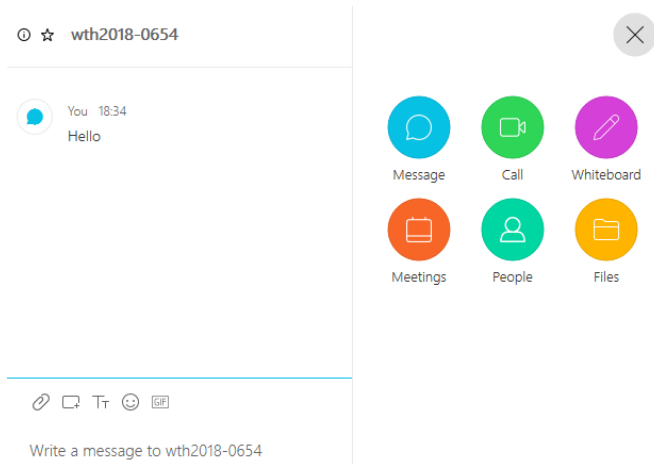
Step 2: Add your bot to a 1-1 Webex Teams space

a. Open your Webex Teams client on your PC.
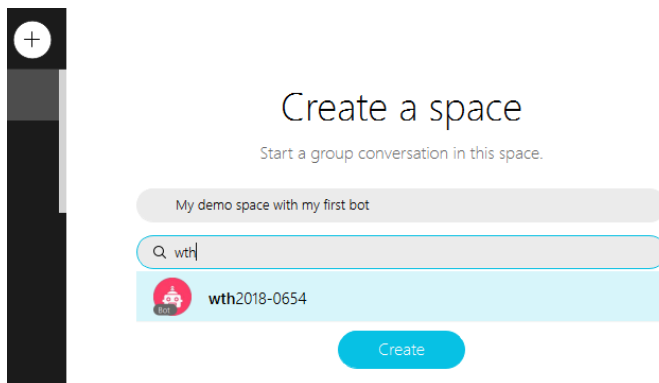
b. In the search field type the username of your bot.

c. Click on the chat icon. A new 1-to-1 space will be created where your bot has access to all messages from you.

d. Send a "Hello" message to your bot. The message will be delivered but you will not receive any response from your bot.
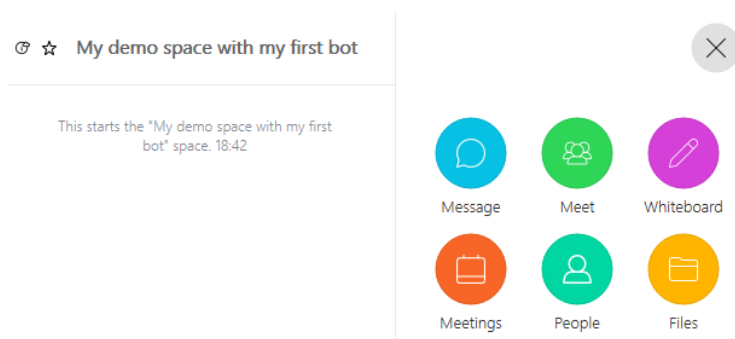

Step 2: Add your bot to a 1-1 Webex Teams space

a. Create a new space and name it "My demo space with my first bot".

b. Start to type your bot name in "Add people by name or email (optional)" field. Your bot name will appear below the input field. You could add the bot to the space here but we will do it later, So do not click on it yet!
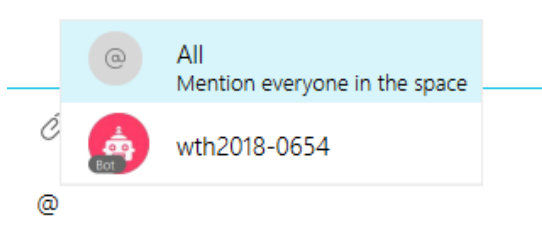

c. Click "Create".

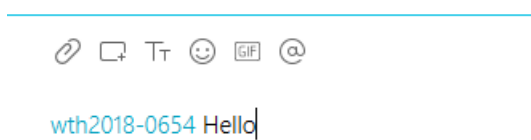d. Click the toolbar icon on the right top side of the application window.

e. Select the People icon from the toolbar then click on the "Add people icon".

f. In the input box start to type your bot name. When your bot name appears below the input field, click on it. Your bot will be added to the space.

g. Send a hello message with your bot mentioned in it. Type an '@' character first. Members of the space will appear in the list. You should find your bot there.

h. Click on your bot name. Continue to type your "hello" message after your bot name.

i. Send your message. The message will be delivered to everyone including your bot, but you will not receive any response from your bot.