

IBM_FACEBOOK_MESSENGER_CHATBOT

Here we are going to develop a chat bot using IBM Watson service and integrate it with Facebook Messenger. It is a 3-step process.

Step 1: IBM Setup

At first, we need to login to IBM console using the link <https://console.bluemix.net/>

Go to catalog, select AI and then Watson-Assistant (formerly Conversation)

Give **Service name** as **DIGIOTAI-DICEBOT**

Choose region: London

Select a **resource group:** default

Pricing Plans: Lite

Click on **Create**

Now click on Launch tool

Click on Skills

Click on Create new name it as

Name: **DIGIOTAI**

Click on Create

Now choose Intents, Intents are the user queries for which bot replies.

Click on Add Intent

Intent name: #Greeting

Add User examples (queries asked by user) as

Hi

Hello

What's up

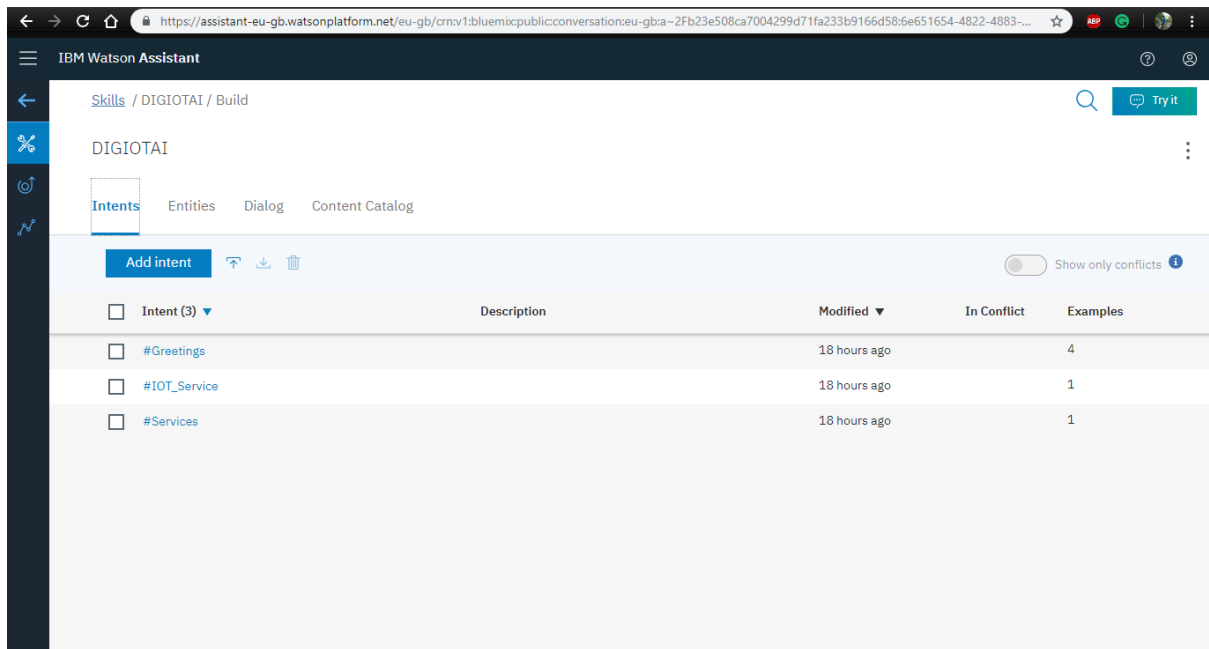
Similarly add other Intents

Intent: #Service

Add User examples: I want to know the services provided by DIGIOTAI solutions.

Intent: #IOT_Service

Add User examples: Can you provide more details about IOT services?



Once all Intents are ready then go to Dialog

Click on Create new

Click on the three dots in welcome node

Choose add node below

Name the node as Greet

In the section If assistant recognizes:

Choose #Greetings

Then respond with

Choose text

Enter response text as

Hello, this is DICE-BOT powered by IBM Watson.
Welcome to DIGIOTAI solutions. How can I help you?

Now click the 3 dots in Greet node and select add a node below

Name the node as Services

In the section If assistant recognizes:

Choose #Services

Then respond with

Choose text

Enter response text as

we provide services around:

- 1) IOT
- 2) Datascience
- 3) Blockchain
- 4) AR-VR-MR
- 5) Cognitive & AI

Now click the 3 dots in Service node and select add a node below

Name the node as IOTService

In the section If assistant recognizes:

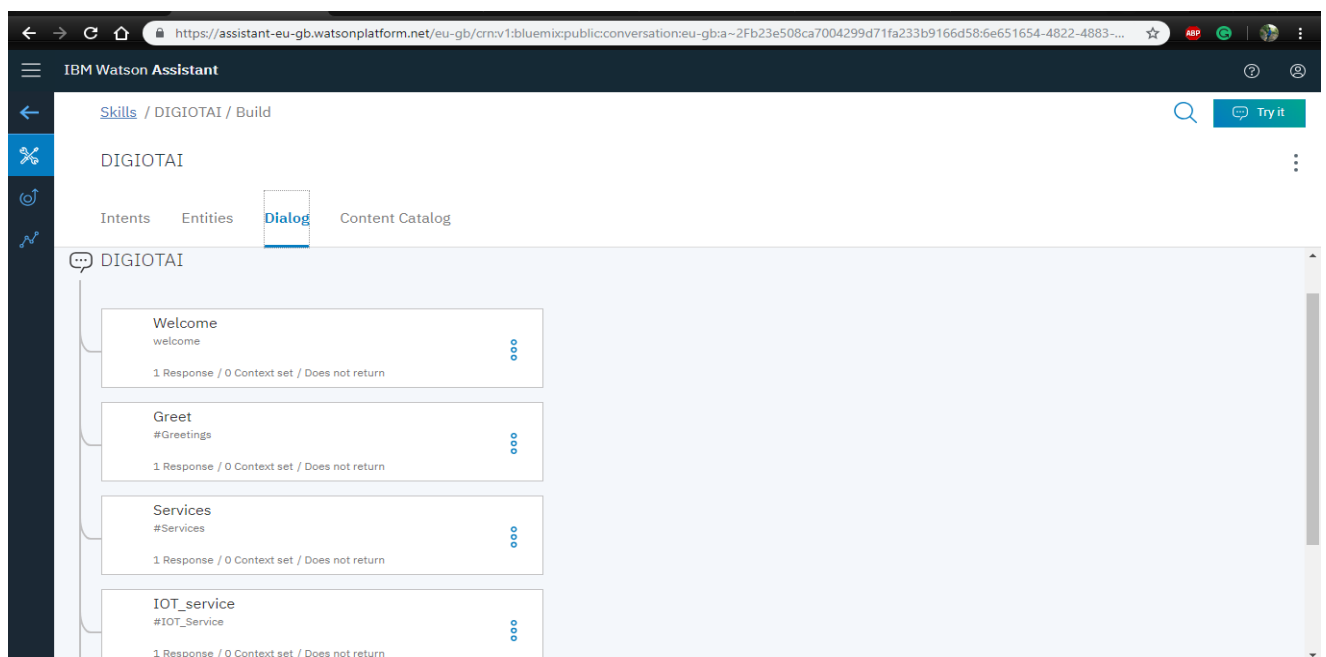
Choose #IOT_Service

Then respond with

Choose as text

Enter response text as

Thank you, your request has been sent to
info@digiotai.com. You will get a reply soon.



Once you are done with dialog creation go to step 2

Step 2: Creating a Facebook Messenger App

Login to <https://developers.facebook.com/>

Now select My Apps then Add New App

Create New App ID window will be displayed

Display Name: DIGIOTAI

Contact Email: keep it as default

Click on Create App ID

Complete security check and click on Submit.

Step 3: Integrating IBM Watson Chatbot with Messenger

Go to the Skill we built in step 1

Click on deploy

Choose Add to an assistant

Create new

Name: DIGIOTAI

Click on create

Choose add existing skill

Select DIGIOTAI skill we created in step 1

Under Integrations choose Add integrations

Choose Facebook Messenger

Now we need to fill the Configuration for Facebook Messenger

Step 3.1: Application Secret:

APP Secret Key: 58eb675219a5498f5412338057b2da69

Go to Messenger App (DIGIOTAI) and click on settings then basic a window will be displayed where we can find the APP Secret Key.

Step 3.2: Page Access Token:

EAAFGi4tgzC8BAAQMqgyMoGxYQ4VG6gXGpPrZBRk3rtvWrOzahglKJv7AVNmFeSriWBjv3Xs
uCFFxEB4P09wGZCn8L6XMMSVZBv7cjlGCOFhNhQhVjJH41oTX6npbxKzM6Ry3ZAuwsZAn
HWkw8gwwZB0UY46eAD1WgYZBtuXzygawZDZD

Go to Messenger APP and click + symbol next to products and choose setup Messenger icon.

Go to Token Generation

Select DIGIOTAI solutions Pvt Ltd. page from drop down menu then a token will be generated

Verify Token: hello

Step 3.3: Generate callback URL

Click on generate call back URL

Once it is done a call back URL will be generated which is used for configuring messenger webhooks.

Now we need to setup webhooks

Go to Messenger APP (DIGIOTAI) and choose Messenger then scroll down till Webhooks

Choose setup webhooks

Fill the following details in the window

Call back URL <https://assistant-facebook-eu-gb.watsonplatform.net/public/message/a1fd2afa-dbdb-4e76-8dfe-0b6cd75fb321>

Verify Token: hello

Subscription Field:

Messages

Message_deliveries

Messaging_postbacks

Message_reads

Messaging_optionss

Click on **Verify and Save**

After that page will be refreshed and webhooks verification will be completed.

Now we need to select the page DIGIOTAI solutions Pvt Ltd. from the dropdown menu

Click on subscribe.

facebook for developers Docs Tools Support My Apps Search developers.facebook.com

DIGIOTAI APP ID: 387627431808047 OFF Status: In Development View Analytics Help

Dashboard Settings Roles Alerts App Review

PRODUCTS (+)

Analytics Messenger Settings Webhooks Activity Log

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
DIGIOTAI Solutions Pvt Ltd	EAAFgi4tgzC8BAAK2MaKBpFWvBw7sOqMZAixBRKK180dZCniNQEtWI75Q8ykwmdrkA3rFugFR42OZCZAZARQU89

Create a new page

Webhooks

Edit events

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

Selected events: messages, messaging_postbacks, messaging_optins, message_deliveries, message_reads

Select a page to subscribe your webhook to the page events

Subscribed pages: DIGIOTAI Solutions Pvt Ltd

DIGIOTAI Solutions Pvt Ltd Unsubscribe

Now DICE-BOT is ready to reply DIGIOTAI Solution Pvt Ltd 's customer queries.