

# Azure\_Messenger\_chatbot

Here we are going to develop a chatbot and integrate it with Facebook messenger

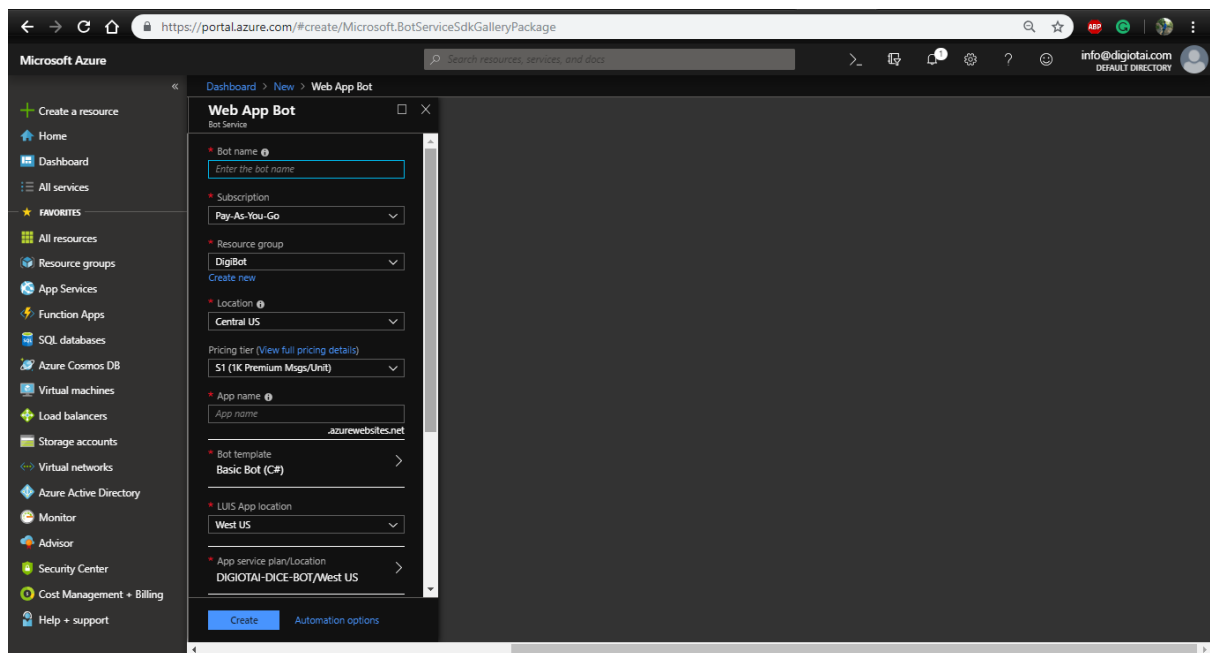
It involves in 4 step process:

## Step 1: Azure setup

At first, we need to login to Microsoft azure console using the link provided below

<https://azure.microsoft.com/en-in/> and then go to portal.

Now click on create a resource then select AI + Machine Learning and then web app chat bot.



Now fill the details as:

Bot name: DICE-BOT

Subscription: Pay-As-You-Go

Resource group: DIGIOTAI-DICEBOT (If you don't have a resource group then click on create new and create a new resource group)

Location: West US

Pricing tier: F0(10k premium messages)

App name: DIGIOTAI-DICEBOT (keep it default)

Bot template: select SDK v3 and choose Question and answer and click on select

App service plan: Create new, keep App Service Plan name as default and select location as West US

App Insights Location: West US2

Microsoft App Id and Password: Auto create App ID and Password(default)

Click on create

It will start validating the data which takes a few minutes.

Once the app is deployed then pin it to dashboard.

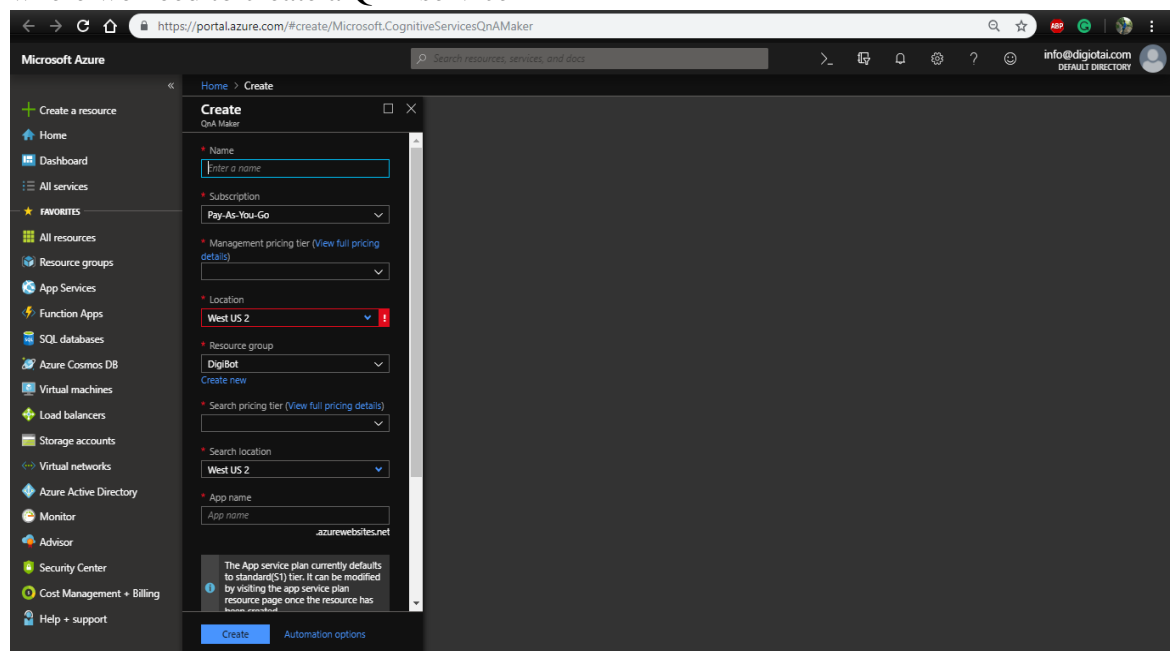
## Step 2: Creating QnA service:

We need to login to QnAmaker using the link <https://www.qnamaker.ai/>

Using QnAmaker service we will create a knowledge base for our chat bot. It is a 5-step process in which 3 steps are mandatory and remaining are optional

### Step 2.1: Create a QnA Service.

On clicking create QnA service it will be redirected to azure portal where we need to create a QnA service



In QnA service window we need to fill

Name: DIGIOTAI-DICEBOT

Subscription: Pay-as-You-Go

Management Pricing Tier: F0(3 transactions per second)

Location: west Us

Resource Group: DIGIOTAI-DICEBOT

Search Pricing Tier: F (3 indices)

Search Location: West US

App Name: DIGIOTAI-DICEBOT

Website Location: West US 2

App Insights location: west US

Then click on create it will start validating the data. Once it is validated then the service will be deployed.

Go back to the QnA maker window and refresh it once. After refreshing the window, the service, we just created will be visible which can be used in step 2.2.

**Step 2.2:** Connect your QnA service to your KB

We need to fill the information as

Microsoft Azure Directory ID: infodigiotai (default Directory)

Azure subscription name: Pay-as-you-go

Azure QnA service: DIGIOTAI-DICEBOT

**Step 2.3:** Name your KB

Name: DIGIOTAI

**Step 2.4 & 2.5** is optional.

Now we need to click on create your KB which takes a minute to create.

Once it is created our knowledge base window will be available where we can create question and answers for our bot.

Now click on + symbol near Add QnA pair

**Question:** Hi and add similar phrases like hi, hello, what's up.

**Answer:** Hello, this is DICE-BOT powered by Microsoft Azure. Welcome to DIGIOTAI solutions. How can I help you?

Again, click on Add QnA pair

**Question:** I want to know the services provided by DIGIOTAI solutions.

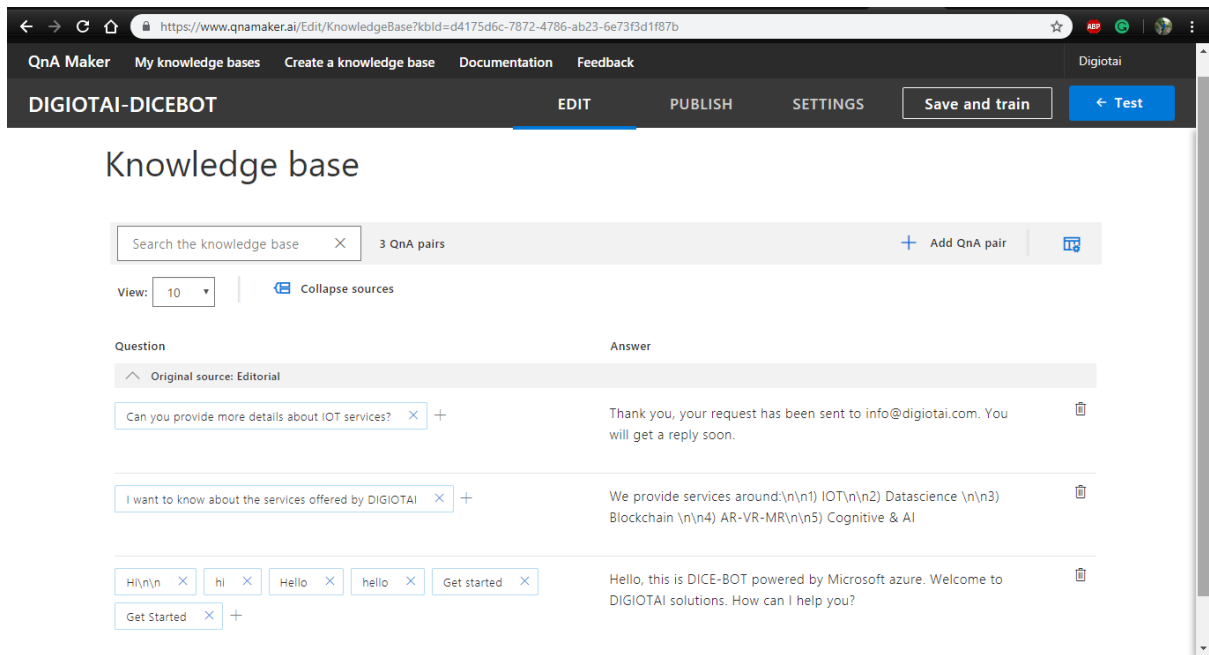
**Answer:** we provide services around:

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

Add another question as

**Question:** Can you provide more details about IOT services?

**Answer:** Thank you, your request has been sent to [info@digiotai.com](mailto:info@digiotai.com). You will get a reply soon.



Once all the Question and answers are ready then click on Save and train

Now select publish and click on Publish. Once it is published then the data required to connect this knowledge base with azure app will be displayed copy the data.

Now go back to the web app chat bot we created in step 1

Select Application settings

Scroll down till you find Application setting there you need to edit a few details for which data should be taken from the published knowledge base we noted

**QnAAuthKey:** 50b53e2f-fcca-4669-9635-ad6d13ec7f85 (Authorization: EndpointKey)

**QnAEndPointHostName:** <https://digiotai-dicebot.azurewebsites.net/qnamaker> (Host)

**QnAKnowledgebaseId:** d4175d6c-7872-4786-ab23-6e73f3d1f87b (POST /knowledgebases/d4175d6c-7872-4786-ab23-6e73f3d1f87b/generateAnswer)

Once it is done click on save.

### Step 3: Creating a Facebook messenger App

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

Now select My Apps then Add New App

Create a New App ID window will be displayed

Display Name: DIGIOTAI

Contact Email: keep it as default

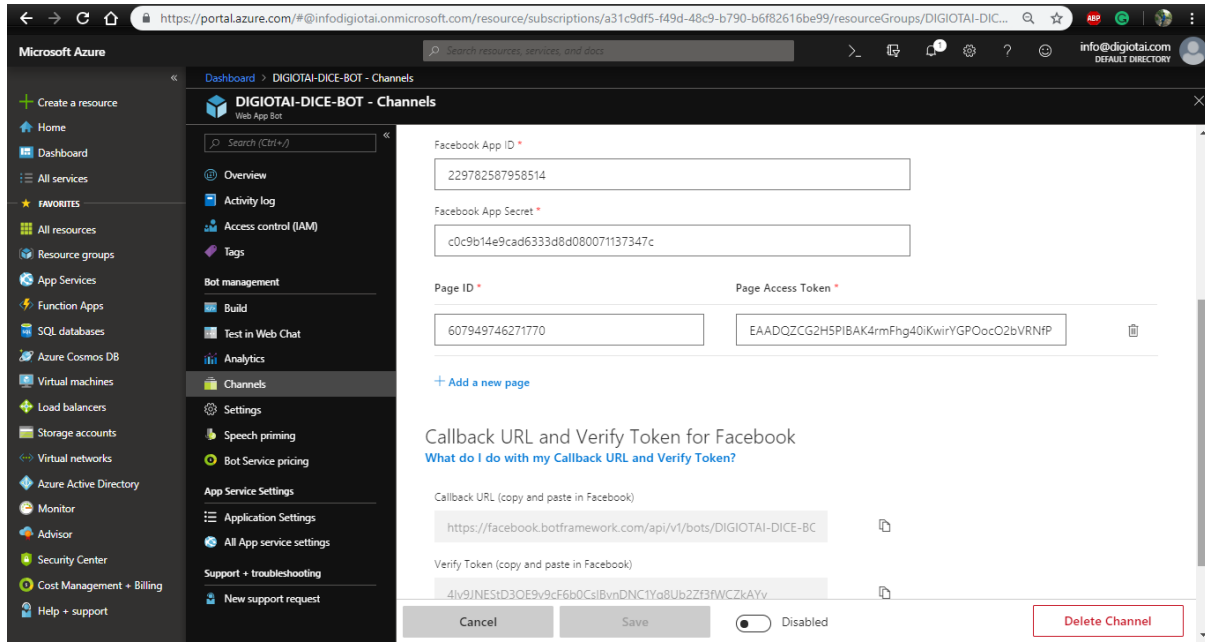
Click on Create App ID

Complete security check and click on Submit.

## Step 4: Integrating Azure App with messenger

Go to azure web app chat bot we created and then click on channels choose Facebook

We need to add the information like



**Facebook App ID:** 229782587958514

To get app id go to the Facebook app we created and select settings and then basic a window will be displayed and we need to copy the app id and app secret)

**Facebook App Secret:** c0c9b14e9cad6333d8d080071137347c

**Page ID:** 607949746271770

We can find our Facebook page id on our Facebook page for which you are admin. For that you need to go to facebook.com/DIGIOTAI solutions PVT ltd. Go to about and scroll down then you will find page ID,

**Page Access Token:**

EAADQZCG2H5PIBAK4rmFhg40iKwirYGPOocO2bVRNfP2OC8sZBRFrncNdmJf9jdxEBahWatkK  
urCBNI0fN62xYIvAL760CXWQtjZAtkJcRPVJ1If1yb1pGhlRozZCkyj4XcOj0gMcFZAU1GDZCZB0  
JsFWAdW5qeVWTDwqECM81DsKQZDZD

Go to Messenger App (DIGIOTAI) and click on + symbol next to products and then choose setup. Scroll down till u find Token Generation there you need to select the page from drop down menu once you select then Page Access Token is generated copy it for pasting

Copy the Call back URL and Verify token in a notepad.

Click on save

Our next step is to set up webhooks

Go to Messenger App (DIGIOTAI) and choose Messenger below the products

Scroll down till you find Webhooks then click on setup Webhooks, a window will be generated where we need to fill

**Call back URL:** xxxxxxxxxxxx (the one we just noted it)

**Verify Token:** xxxxxxxxxxxx (the one we just noted it)

Now choose Subscription fields such as:

Messages

Message deliveries

Messaging\_post\_backs

Message\_reads

Messaging\_options

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.

