

# AWS\_Messenger\_Chatbot

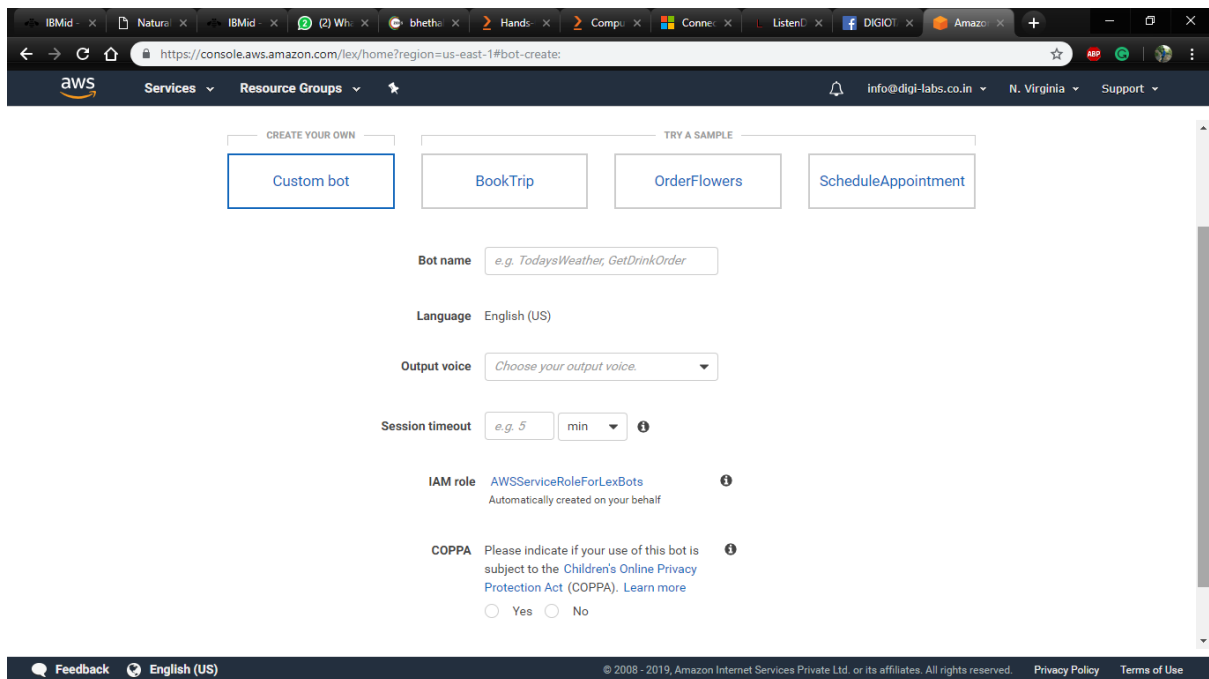
Here we are going to develop a chat bot using Amazon AWS Lex service and integrate it with Facebook Messenger. It is a 3 step process.

## Step 1: Amazon Lex set up.

At first, sign in to AWS console by clicking the link <https://aws.amazon.com/>

In Find Service search for Amazon Lex Service

Now click on create a bot

The screenshot shows the AWS Lex console interface for creating a new bot. The page is titled 'CREATE YOUR OWN' and 'TRY A SAMPLE'. Under 'CREATE YOUR OWN', there are four buttons: 'Custom bot' (highlighted with a blue border), 'BookTrip', 'OrderFlowers', and 'ScheduleAppointment'. Below these buttons, there are several input fields and dropdown menus: 'Bot name' with a placeholder 'e.g. TodaysWeather, GetDrinkOrder', 'Language' set to 'English (US)', 'Output voice' with a dropdown menu showing 'Choose your output voice.', 'Session timeout' with a text input 'e.g. 5' and a dropdown for 'min', 'IAM role' set to 'AWSServiceRoleForLexBots' with a note 'Automatically created on your behalf', and 'COPPA' with a note 'Please indicate if your use of this bot is subject to the Children's Online Privacy Protection Act (COPPA). Learn more' and two radio buttons for 'Yes' and 'No'. The footer of the console shows 'Feedback', 'English (US)', and copyright information for 2008-2019.

Choose Custom bot

Fill the details as

**Bot name:** DICE-BOT

**Language:** English US

**Output Voice:** None. This is a text based app

**Session timeout:** 5 mins

**IAM role:** keep it default

**COPPA:** NO

Click on create

In the Editor tab we can create Intents, Intents are the user queries for which bot replies.

Click on Create Intent

Give **intent name** as **Greet**

In Sample Utterance field we will add the questions and similar phrases asked by a user.

Give Sample Utterances as

Hi

Hello

Get started

Now create the Response, Responses are the answers that bot replies to intent.

Give response as Hello, this is DICE-BOT powered by Amazon AWS.  
Welcome to DIGIOTAI solutions. How can I help you?

Click on save intent button

Similarly create other intents as

**Intent: Service**

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

**Response:** we provide services around:

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

**Intent: IOT Service**

**Sample Utterance:** Can you provide more details about IOT services?

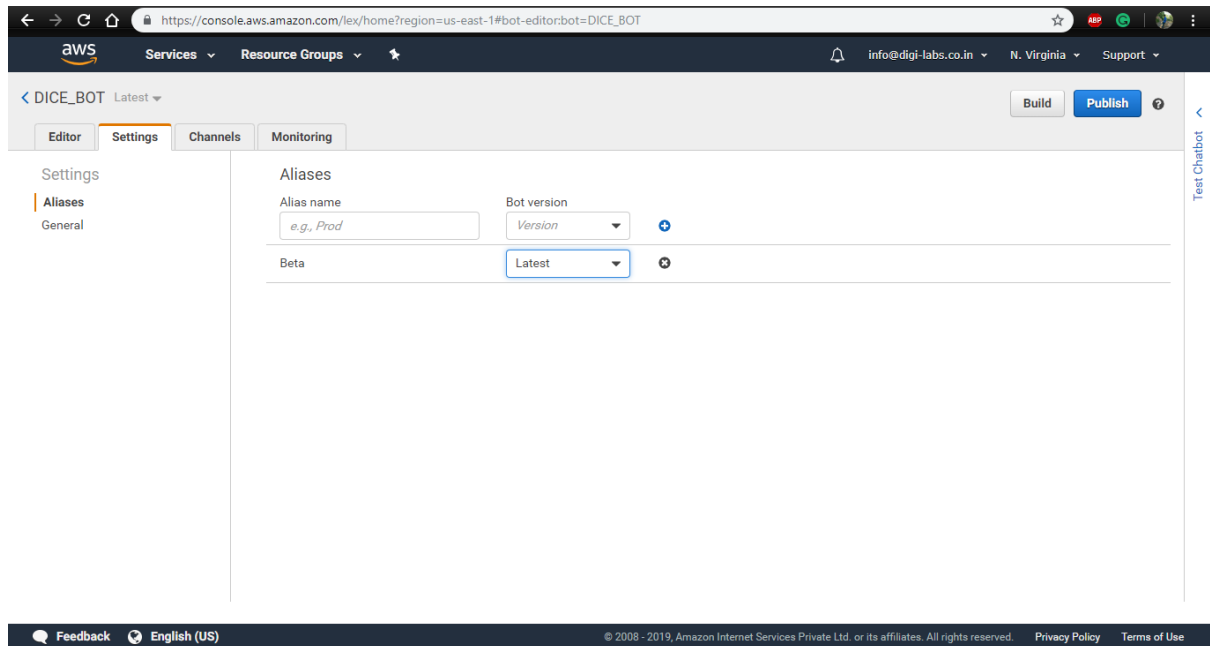
**Response:** Thank you, your request has been sent to [info@digiotai.com](mailto:info@digiotai.com). You will get a reply soon.

The screenshot shows the AWS Lex console interface for editing a bot named 'DICE\_BOT'. The 'Editor' tab is selected, showing the configuration for the 'Greet' intent. Under the 'Sample utterances' section, there is a text input field with the placeholder 'e.g. I would like to book a flight.' and a list of five utterances: 'Get Started', 'hi', 'hello', 'Hello', and 'Hi'. Below this, there is a section for 'Slots' with a table header: Priority, Required, Name, Slot type, Version, and Prompt. The table contains one row with the slot name 'location' and type 'AMAZON::LOC::CITY'. The footer of the console shows 'Feedback', 'English (US)', and copyright information for Amazon Internet Services Private Ltd.

Once all the Intents are ready then go to settings and choose Aliases

Alias name: Beta

Bot Version: Latest



## 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 AWS App with Messenger APP

Go to Channels

Select Facebook and fill the details as

The screenshot shows the AWS Lex console for a bot named 'DICE\_BOT'. The 'Channels' tab is active, and the 'Facebook' channel is selected. The configuration fields are as follows:

- Channel Name\*:
- Channel Description:
- IAM Role: [AWSRoleForLexChannels](#) (Automatically created on your behalf)
- KMS Key: [aws/lex](#)
- Alias\*:
- Verify Token\*:
- Page Access Token\*:
- App Secret Key\*:

**Channel Name:** DIGIOTAI

**Channel Description:** This is DIGIOTAI solutions DICE-BOT(optional)

**IAM Role:** keep it as default

**KMS Key:** aws/lex

**Alias:** Beta

**Verify Token:** hello

**Page Access Token:**

EAAFGi4tgzC8BAFOouALa6mPEd5N9ZCsZCdb2U5HdcDwf0aZCrbZCZBtDuNyT  
VZARJnZBpfr3uljWMtuBZBv6VPqWDnvPsj9txEQ7kP1ibgZA7GWdNx4m544vqp  
wPtzV2TxywO1VRaBLfr1cLpegGjF0L56cO7nQUd7rP126eYK184ZA9ZDZD

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

Go to Token Generation

Select the page from drop down menu then a token will be generated,copy the token paste it in the Page Access Token field of AWS Facebook Channel window.

**APP Secret Key:** 58eb675219a5498f5412338057b2da69

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

Click on **Activate**

Once it is activated then call back URL is generated copy it.

Now we need to setup Webhooks

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

Choose setup webhooks

Fill the following details in the window

**Call back URL:** <https://channels.lex.us-east-1.amazonaws.com/facebook/webhook/91ecf363-656b-4c27-9489-6883a8058bb7>

**Verify Token:** hello

**Subscription Field:**

Messages

Message\_deliveries

Messaging\_postbacks

Message\_reads

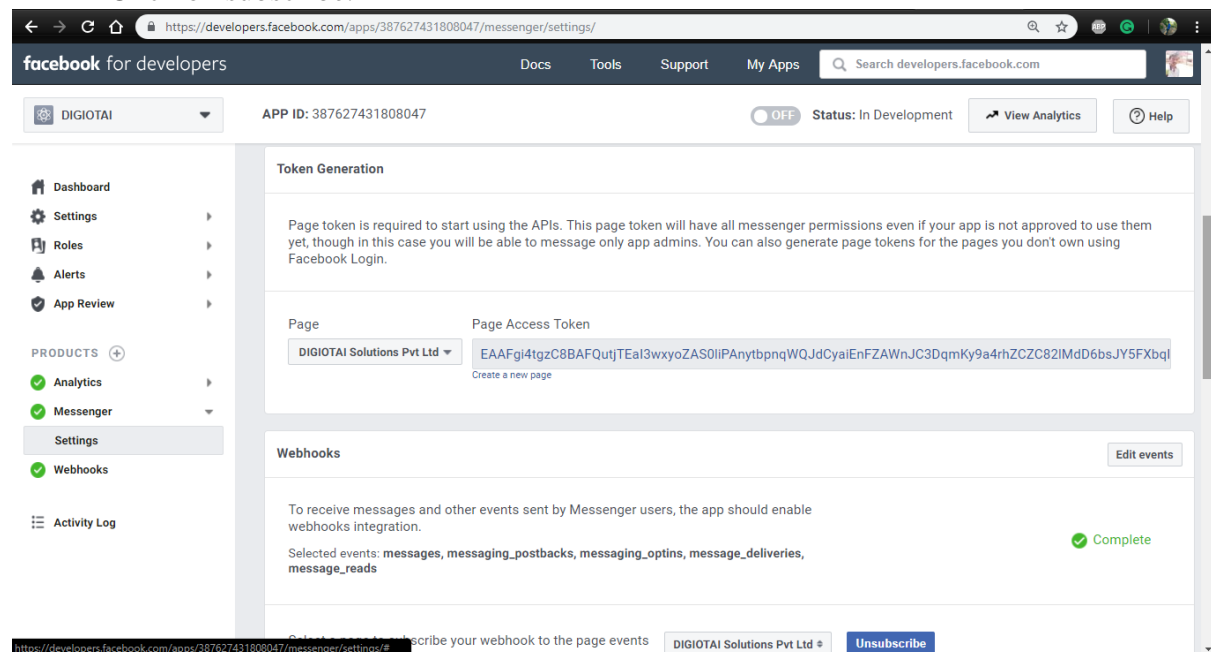
Messaging\_optionss

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.



Now DICE-BOT is ready to answer the DIGIOTAI solution's customer queries.