

Promotion Doc Whatsapp-PGR Chatbot

Endpoint Configuration

[/whatsapp-webhook/messages](#)

- Whitelist above endpoint (ex:- update for QA - <https://github.com/egovernments/eGov-infraOps/blob/master/helm/environments/qa.yaml#L298>)
- Configure above endpoint with whatsapp provider for following things
 - Missed Call alerts forwarding
 - User sent messages forwarding
- Secure this endpoint with necessary security policy.(Presently allow request from certain IP addresses(203.212.70.58, valuefirst provider IP))

Template message configuration

If we are using whatsapp server mobile number for the first time (configured new number), ask whatsapp provider to configure template messages mentioned on the sheet next for that number. The template ids provided by them needs to be used in environment variables mentioned in the next section.

template_messages.xlsx
29 KB

Builds

- Frontend (refer the latest release builds if the build deployed after the release)
 - citizen:327-release-extended-feb-24-92a74490(QA)
 - Citizen:372-pgr-ui-enhancements-release-0718682e (UAT)
 - Citizen:842-punjab_citizen_specific_release-c2ef700a (PROD)
- **Service Builds:** (refer the latest release builds if the build deployed after the release) Please tick cluster-configs option while deploying

- Chatbot:- **chatbot-db:49-chatbot-64f0c78**
- Egov-user-chatbot:-
 - egov-user-chatbot:4-user_changes_MT-621fe60 (If user data encryption enabled in the environment)(currently only for **QA**.)
 - egov-user-chatbot:9-user-chat-prod-49a8547 (If user data encryption not done in the environment)(currently build to be used on **UAT**)
- egovio/egov-url-shortening-db:11-url-shortening-6e4ee58

Environment Variables

In <https://github.com/egovernments/eGov-infraOps/tree/helm/helm/environments> - [Connect to preview](#) in .yaml file of the environment make sure values for following are present in configmaps: -

1. key: egov-services-fqdn-name
 - a. section: egov-config
 2. key: kafka-brokers
 - a. section: egov-config
 3. key: egov-user-chatbot
 - a. section: egov-service-host
 4. key: egov-user
 - a. section: egov-service-host
 5. key: zuul
 - a. section: egov-service-host
- Add value-first username and password in environment secret key config files with key "valuefirst.username" and "valuefirst.password" in "chatbot:" section.
 - Add citizen fixed otp (any numeric of length 6) with key "citizen-login-password-otp-fixed-value:" in environment secrets in "egov-user-chatbot:" section

ex:-<https://github.com/egovernments/eGov-infraOps/blob/master/helm/environments/dev-secrets.yaml>

- The default state tenantId used in egov-user-chatbot is "pb", if different tenantId required then add following in environment yml.
egov-user-chatbot:
egov-state-level-tenant-id: "pg"

ex:- <https://github.com/egovernments/eGov-infraOps/blob/master/helm/environments/uat.yaml#L315>

- Override following environment variables
 - kafka-topics-partition-count: suitable value
 - kafka-topics-replication-factor: suitable value
 - kafka-consumer-poll-ms: suitable value
 - kafka-producer-linger-ms: suitable value
 - contact-card-whatsapp-number: configured WA number
 - contact-card-whatsapp-name: "mSeva Punjab"
 - valuefirst-whatsapp-number: configured WA number
 - Valuefirst-notification-assigned-templateid: fill correct template id registered for WA number here
 - Valuefirst-notification-resolved-templateid: fill correct template id registered for WA number here
 - valuefirst-notification-rejected-templateid: fill correct template id registered for WA number here
 - valuefirst-notification-reassigned-templateid: fill correct template id registered for WA number here
 - valuefirst-notification-commented-templateid: fill correct template id registered for WA number here
 - valuefirst-notification-welcome-templateid: fill correct template id registered for WA number here
 - Valuefirst-notification-root-templateid: fill correct template id registered for WA number here
 - valuefirst-send-message-url:"<https://api.myvaluefirst.com/psms/servlet/psms.JsonEservice>"

Indexer Config

<https://github.com/egovernments/configs/blob/master/egov-indexer/chatbot-telemetry.yaml>

Localisations

All localisation codes for all defined PGR complaint categories should be present in PGR localisations with prefix “pgr.complaint.category.” .

Whatsapp localisations.docx
293 KB

MDMS

- <https://github.com/egovernments/egov-mdms-data/blob/QA/data/pb/RAINMAKER-PGR/ServiceDefs.json>
 - Add order key in complaints which we want to show
- <https://github.com/egovernments/egov-mdms-data/blob/QA/data/pb/phagwara/egov-location/boundary-data.json>
- <https://github.com/egovernments/egov-mdms-data/blob/QA/data/pb/tenant/citymodule.json>