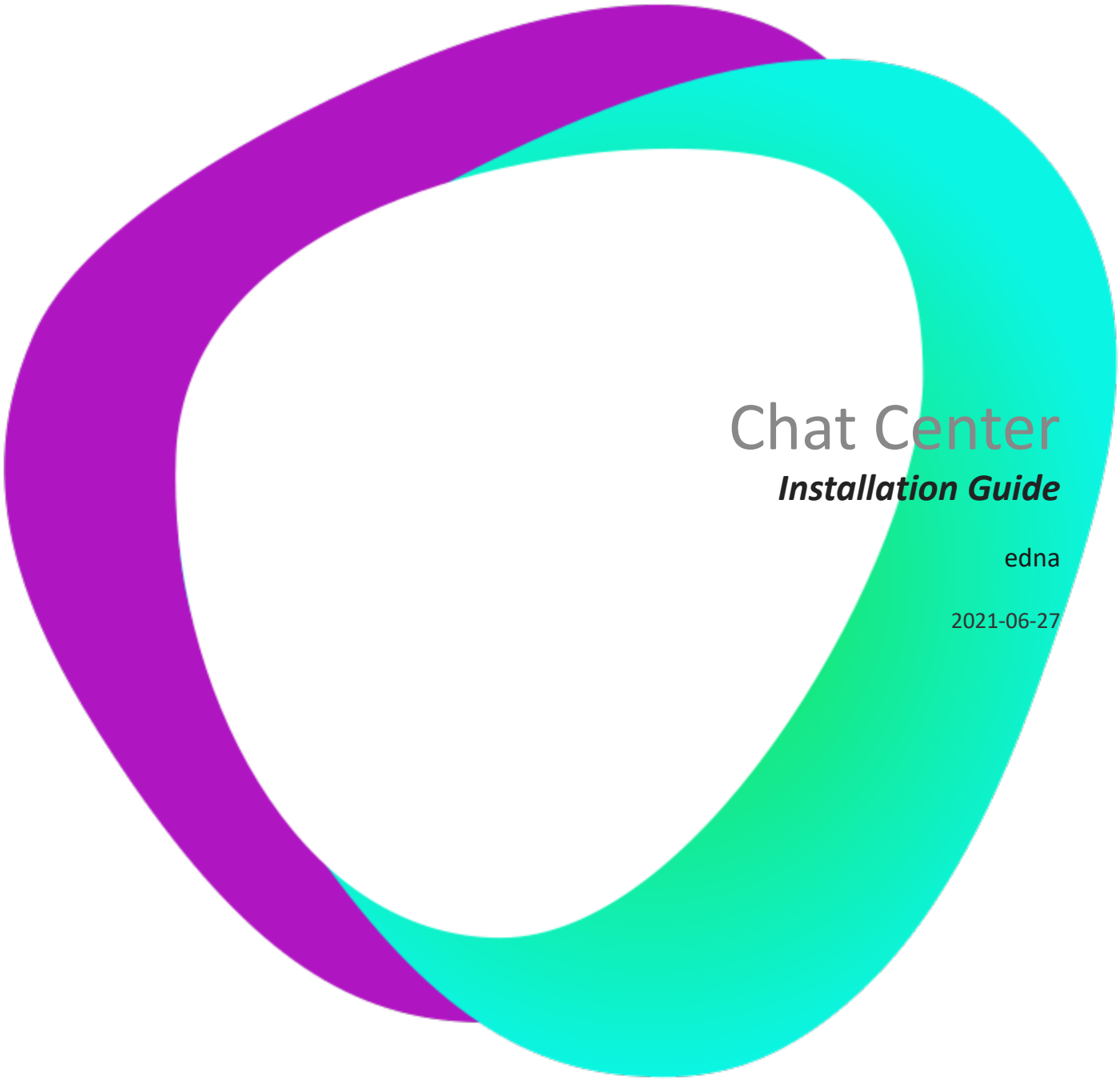

Chat Center

Installation Guide

edna

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Contact:

edna
19 Leninskaya Sloboda
Moscow
Russia
115280

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1. Preface

This document explains how to install the WhatsApp Business module.

1.1. Audience

This guide is primarily intended for implementation personnel responsible for performing the initial installation of the WhatsApp Business module, or tasked with performing an update. Secondary audiences include system administrators, security administrators, and database administrators.

Check out our website

The latest versions of documents are available at www.edna.io/dochub.

1.2. Related documents

The following related documents are available:

Document title	Audience
WhatsApp Business: Administration Guide	Personnel responsible for administering system and managing users and roles.
WhatsApp Business: User Guide	Operators and customer service representatives who regularly use the product's user interface.

1.3. Text conventions

Convention	Description
OK	Graphical user interface elements such as buttons.
Select **View** › **Zoom** › **Reset**	Menu cascades.

Convention	Description
`Bold monospace`	Commands, functions, processes, and parameter names.
`monospace`	File names, paths, option values.
Italics	Placeholder variables to be replaced by a suitable value.
`class HelloWorld { public static void main(String[] args) { System.out.println("Hello, World!"); } }`	Code examples.
highlighted text	
`Ctrl` + `T`	Keyboard entry.

2. Architecture

The high-level architecture is depicted in the diagram below.

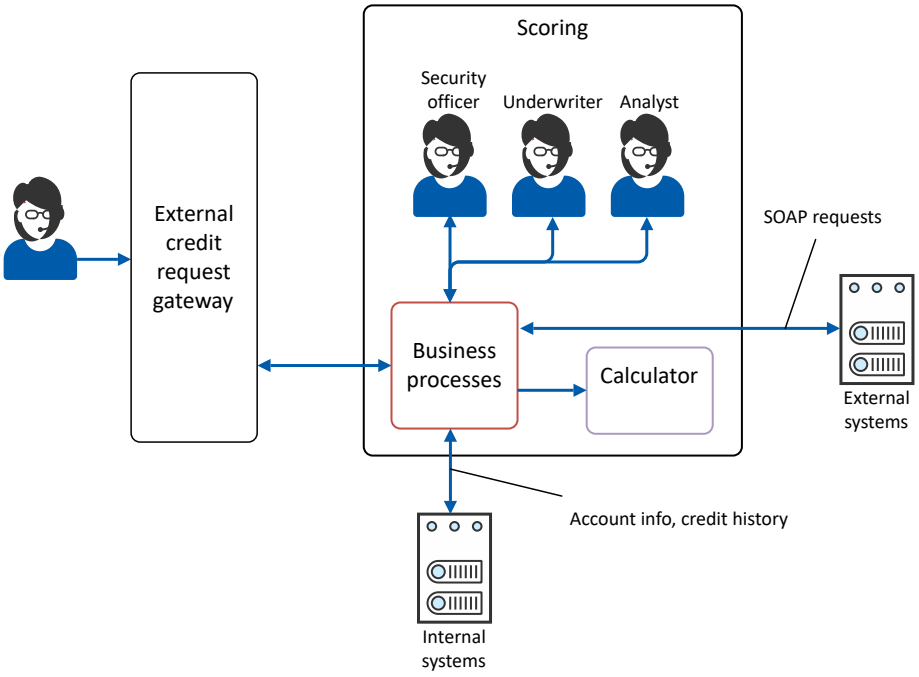

Figure 1. Module architecture

The image is inserted using the following directive:

```
image::scoring_architecture.svg[]
```

Entities	Description
Business processes	Business processes provide scoring point calculations based on business rules and behavioral analysis.
Scoring calculator	The scoring calculator calculates the value of the credit score based on business rules (including behavioral and statistical scoring).
Secure officer	The main function of the security officer is to check for fraud.
Analyst	Analysts create and configure scoring maps.
Underwriter	Underwriters provide the final decision on whether credit is issued to the customer after the calculation and checking have completed.
Internal systems	Can interact with multiple internal systems such as back-office, front end, fraud management, and core banking systems. The following information is exchanged: Customer information, Account statements, Customer history
External systems	Can interact with multiple external entities such as credit bureaus, government databases, mobile banking, Internet banking, and others external systems.

3. Prerequisites

The following software must be installed before performing the installation of the Scoring module:

- Java Runtime Environment (JRE) 1.8
- Oracle RDBMS 11 or greater

4. Installation

The installation of the Scoring module is performed in multiple steps:

- Create the Scoring database
- Configure the database connections
- Create the base scoring objects
- Start the Scoring console

4.1. Creating the scoring database

The parameters used in the application are stored in the scoring database.

1. Access the `config.xmlScoring\db` folder.
2. Execute `create_db.sql`

The scoring database is created after the SQL script has completed.

4.2. Configuring the database connections

The connection details to the database need to be specified so that the operator can access the database from the console.

1. Access the folder.
2. In the root of the folder, edit the `config.xml` file.

   An example of a `config.xml` file is presented below (note that it is possible to highlight specific lines of code):

```
<configuration>
 <environments default="development">
   <environment id="development">
     <transactionManager type="JDBC"/>
       <dataSource type="POOLED">
         <property name="driver" value="oracle.jdbc.driver.OracleDriver"/>
         <property name="url" value="jdbc:oracle:thin:@<host>:<port>/<sid>"/>
         <property name="username" value="<username>"/> ①
         <property name="password" value="<password>"/>
       </dataSource>
     </environment>
 </environments>
       <mappers>
           <mapper class="com.bpcbt.mappers.ScoringDBM"/>
       </mappers>
    </configuration>
```

   ① Specify your user name.

3. Specify the relevant parameters for the URL property:

Parameter	Description
host	Host name (or IP address) of the scoring database.

Parameter	Description
port	Port of the scoring database.
sid	Unique name that identifies the instance of the connection.

The table above uses the `[cols="3,7",options="header",]` directive to ensure that the columns widths are in the ratio 30:70 and that the table has a header

An alternative to a table is to use a description list:

host

Host name (or IP address) of the scoring database. It is possible for a definition to occupy multiple lines.

port

Port of the scoring database.

sid

Unique name that identifies the instance of the connection.

1. For the `username` property, specify the relevant user name to access scoring database.
2. For the `password` property, specify the relevant user's password to access scoring database.
3. Save the file.

Definition lists can also be made more compact:

host Host name (or IP address) of the scoring database. It is possible for a definition to occupy multiple lines.

port Port of the scoring database.

sid Unique name that identifies the instance of the connection.

1. For the `username` property, specify the relevant user name to access scoring database.
2. For the `password` property, specify the relevant user's password to access scoring database.
3. Save the file.

See Creating the base scoring objects

4.3. Creating the base scoring objects

Base scoring objects such as scoring maps, rules, requests, and variables can be added to the Scoring database so that they are accessible from the console.

1. Access the `Scoring\db` folder.
2. Execute `fill_db.sql`

The relevant scoring objects are created after the SQL script has completed.

4.4. Starting the Scoring console

After the relevant database details have been configured, the console can be started.

1. Access the Scoring folder.
2. To start the console, perform the action for the relevant operating system being used:
   - **Windows** — double-click the `Scoring.bat` file
   - **Unix** — execute the following command: **`java -jar Scoring.jar`**
3. Open the console.

NOTE Appending `-pws <host:port>` (or `-pws <IP address:port>`) to the Unix command enables it to be run as a web service.

