



Moni.ai for Business

Setup Guide

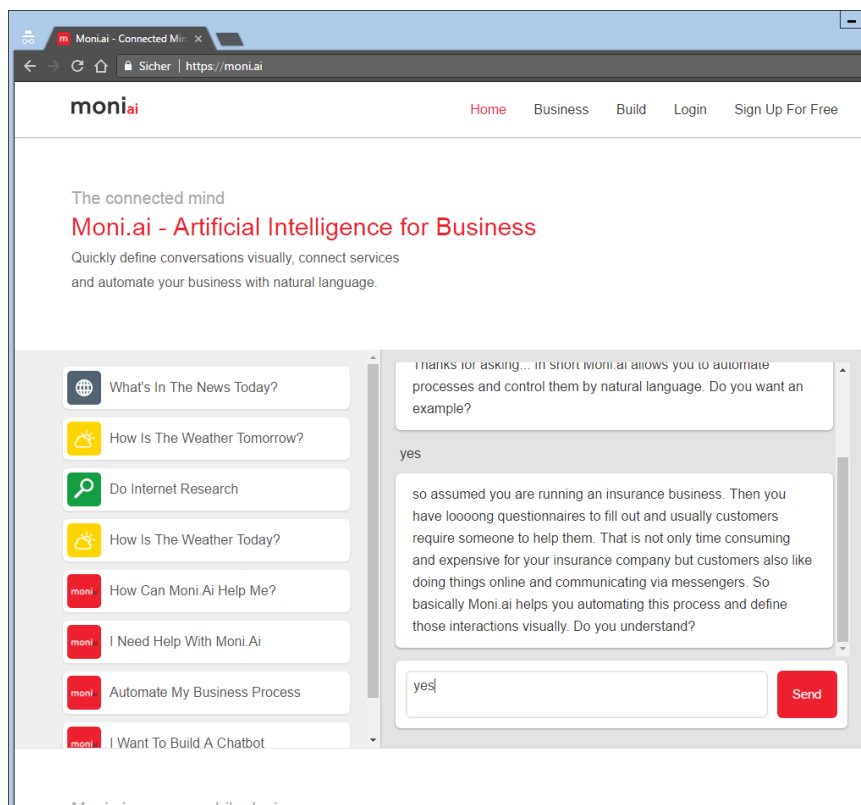
This document describes how to setup Moni.ai for your business in order to create Voice Channels.

Moni.ai for Business

Setup Guide

Step 1 – Get started with Moni.ai

In order to use Moni.ai for your business familiarize yourself with the Moni.ai interface and understand how Voice Channels work. You can try out demo Voice Channels by clicking on one of the examples on the sidebar. Doing so will launch the Voice Channel and you will start a conversation with Moni.ai.



You can use Voice Channels on the Moni.ai website, through Skype, Kik, the Moni.ai apps or even with own applications connecting to the Moni.ai api as explained later.

Voice Channels



A Voice Channel is defined as a predefined interaction between a user on Moni.ai and Moni. A Voice Channel starts with a trigger pattern that Moni listens to. Whenever Moni understands that trigger pattern the Voice Channel is launched and the predefined routines are executed.

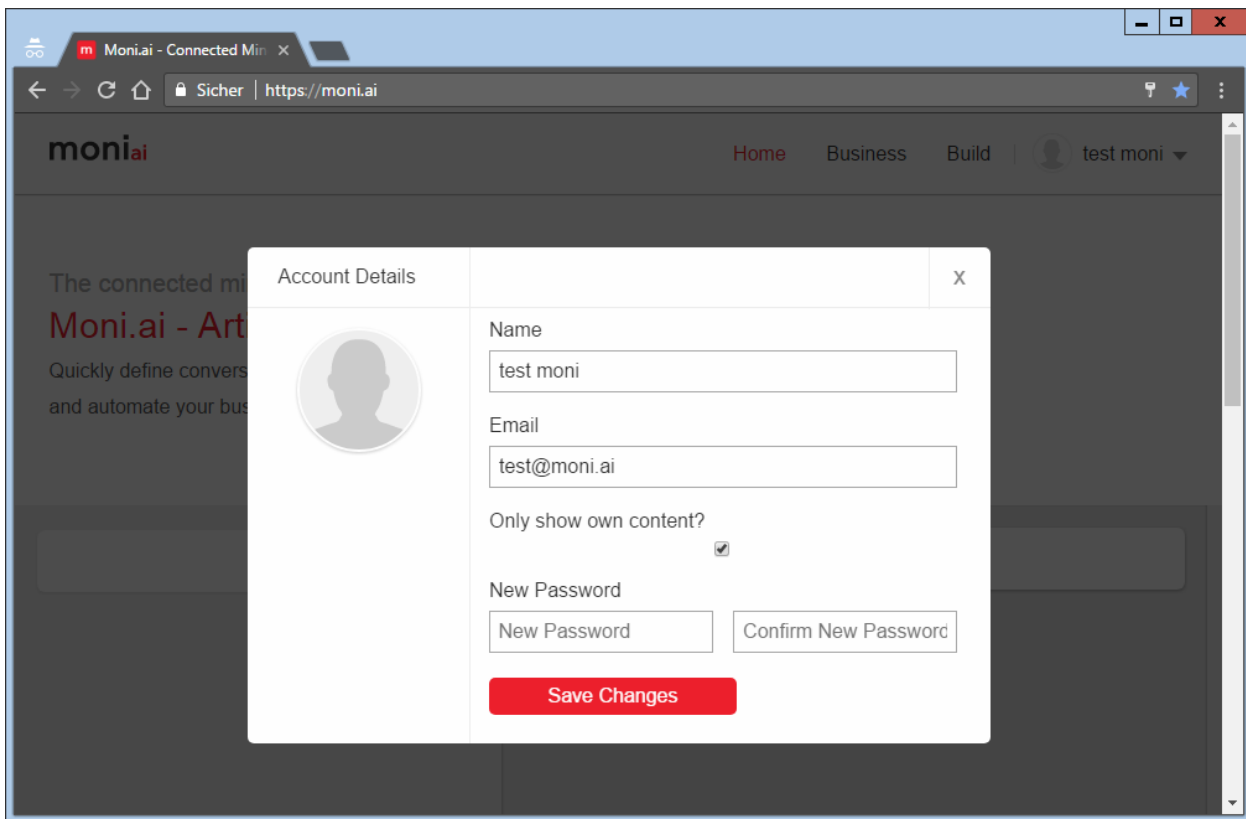
Voice Channels can be defined visually using Node-Red on IBM Bluemix. This way the actual process that defines the interaction is completely kept secret from Moni.ai. This ensures that you have full control on the process and you are able to define what information gets disclosed to the users.

Step 2 - Create a new Moni.ai user account

While Moni.ai is an open system that allows you to use published Voice Channels and general conversation features without a user account you need to login the Moni.ai platform in order to define own Voice Channels.

In order to do so please click on “Sign Up For Free” in the navigation bar and enter your name, your email address and a password.

Once you signed up and logged in you can edit your account details by clicking on your userid and select “Edit Account”.



An option “Only show own content?” allows you to hide any public Voice Channels and turn off any conversational feature and only show Voice Channels that you defined yourself. If you turn on this feature this will mean Moni.ai will basically start with an “empty brain”.

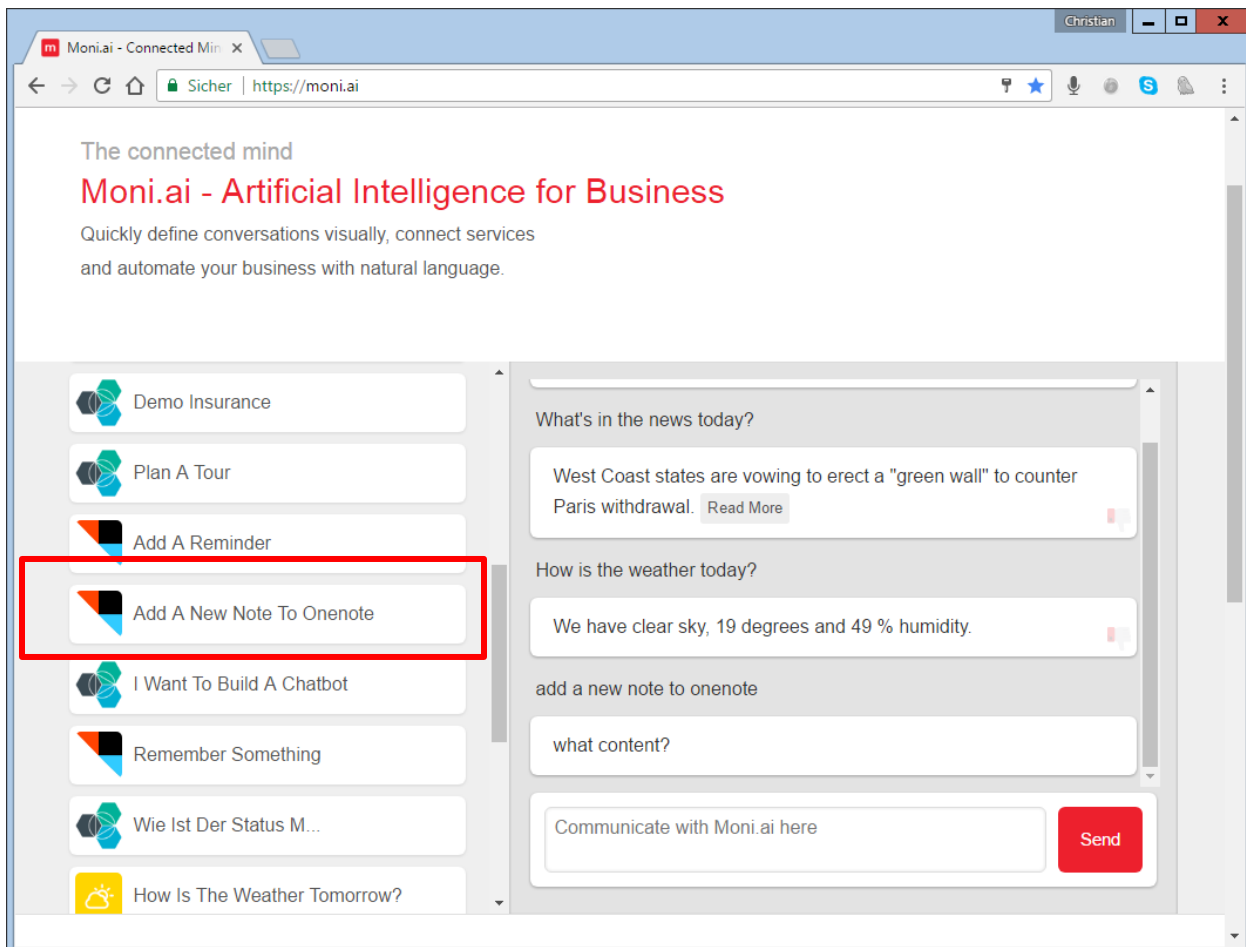
Step 3 (Optional) – Create Voice Channels through IFTTT

The easiest way to create a user defined Voice Channel without any coding is to connect Moni.ai to your existing IFTTT account.

IFTTT is a service that lets you create powerful connections with one simple statement: "if this then that".

Using Moni.ai's Channel on IFTTT you can easily attach devices to Moni.ai and define voice triggers for them. Those devices can be used along other Voice Channels and thereby provide a seamless user experience. In order to add voice to your favorite products and services, follow these 3 easy steps:

- Visit the Moni.ai Channel on IFTTT (<https://ifttt.com/moniai>).
- Create a new recipe and select Moni.ai as your "this" Channel
- Come back to Moni.ai and start performing actions with your voice (be sure you are signed into the Moni.ai website or app before testing your IFTTT recipes!)



Once an IFTTT recipe has successfully been created you will see the appropriate Voice Channel on the sidebar.

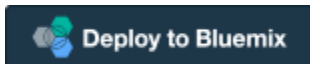
Step 4 – Create a Voice Channel with Node-Red

Moni.ai allows you to define complex conversations visually and even trigger apis and connect and thereby automate your business processes. All this can be done using the Moni.ai Voice Channel designer, a special Node-Red environment.

First things first it is important for you to understand the architecture and how Moni.ai interacts with Node-Red. As a starting point for your Voice Channel you always have a trigger pattern, e.g. “I want to buy a car”. If a user says this (or a similar) trigger pattern Moni.ai will launch the Voice Channel and basically “ask” your Node-Red environment what to tell the user. Thereby the Node-Red environment technically acts as a webserver, Moni.ai will connect to your Node-Red environment through REST calls. All this happens automatically once you setup your own Node-Red environment.

By default Moni.ai supports automated setup of Node-Red on IBM Bluemix. That means you can setup your own Node-Red Voice Channel designer in your personal IBM Bluemix account. This protects your business data and ensures that only you have access to credentials and apis you entered on Node-Red. Only content is then returned to Moni.ai, no credentials are shared with the Moni.ai platform.

In order to setup your own Node-Red environment on IBM Bluemix you can follow the “Deploy to Bluemix” button below:

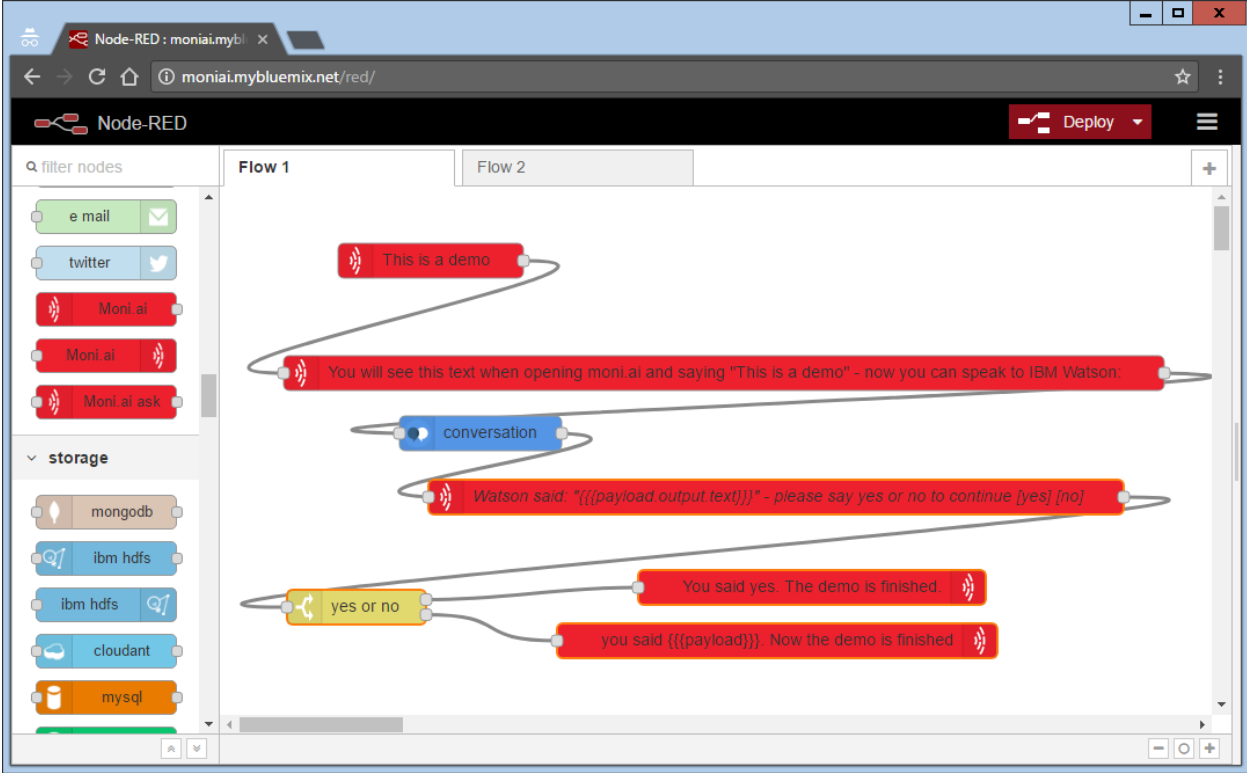


You will then see a “Deploy to Bluemix” page suggesting an app name. Please note that the app name will also be your default web-address for your Node-Red environment, e.g. if your app name is “moniai-design” you will then be able to open your Voice Channel designer with the url “moniai-design.mybluemix.net”.

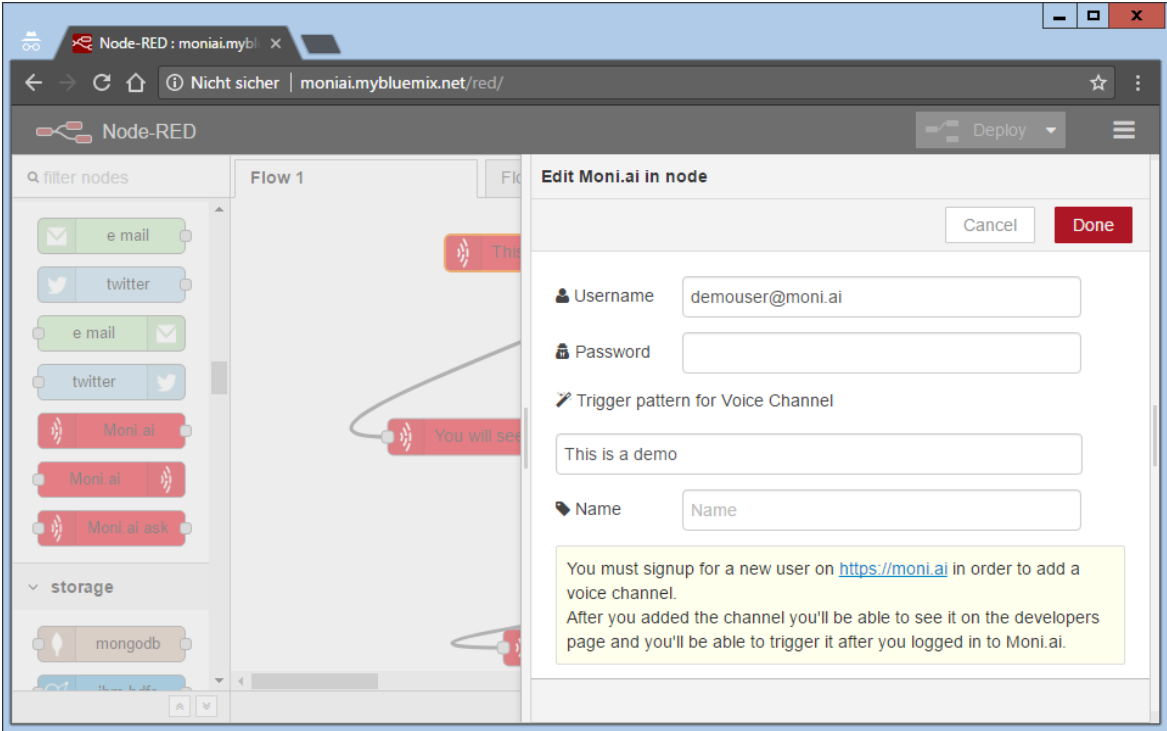


The screenshot shows the IBM Bluemix DevOps console interface. At the top, there's a navigation bar with 'IBM Bluemix DevOps' and links for 'Catalog', 'Support', and 'Manage'. The main content area is titled 'Deploy to Bluemix: voice-channel-design app'. Below the title, there's explanatory text about the deployment process and a 'Deploy' button. A 'TEMPLATE INFO' section displays the 'GIT URL' as <https://hub.jazz.net/git/moniai/voice-channel-design>. The 'Tool Integrations' section features three icons: 'Git Repos and Issue Tracking', 'Eclipse Orion Web IDE', and 'Delivery Pipeline' (which is highlighted with a blue box). Below this, a text box explains that the Delivery Pipeline automates continuous deployment. An 'App name' input field contains the text 'voice-channel-design-20170601213026324'. At the bottom right, a large blue 'Deploy' button is visible.

After the Voice Channel designer has been deployed you should be able to access it through the given url (in this case moniai.mybluemix.net).



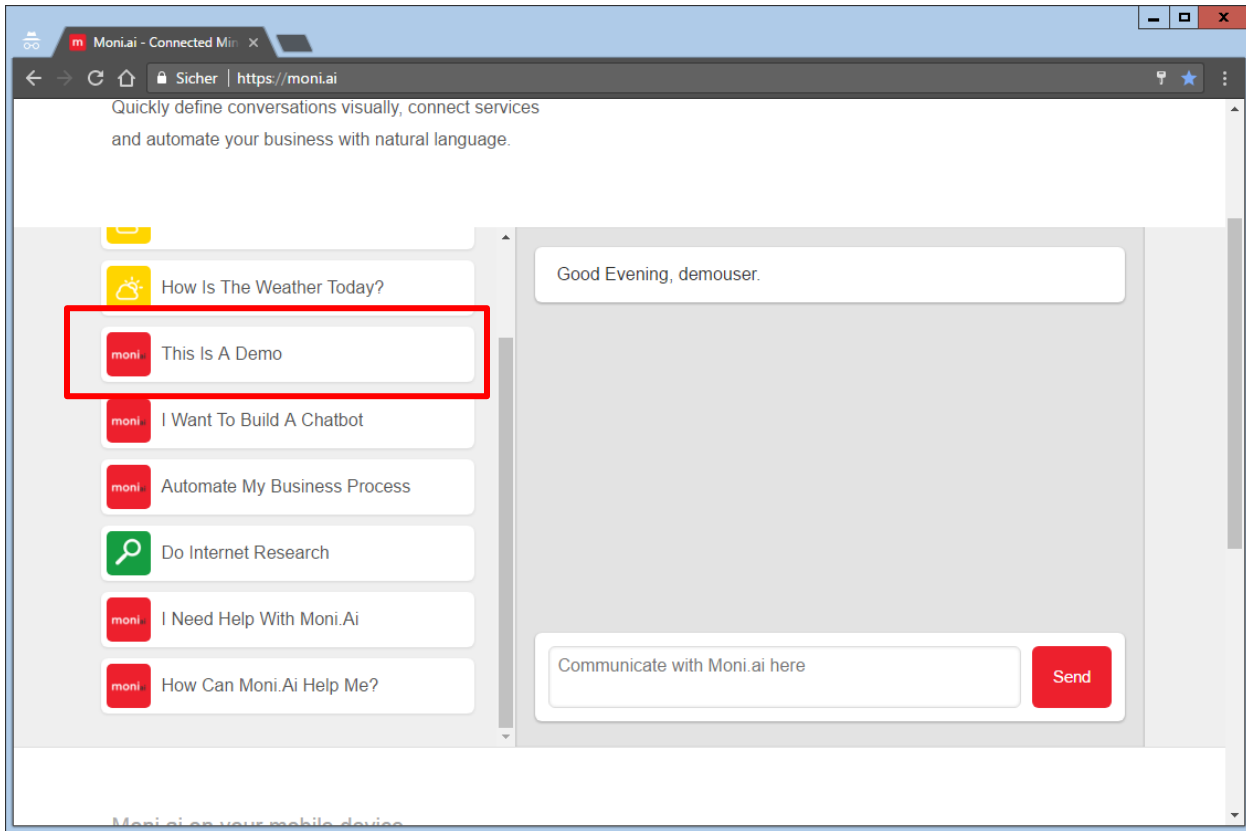
After you are able to access your newly installed Node-Red environment you can immediately start dragging the “Moni.ai In Node” on the interface and thereby define the trigger pattern of your first Voice Channel. You can edit the properties of that node by doubleclicking on it.



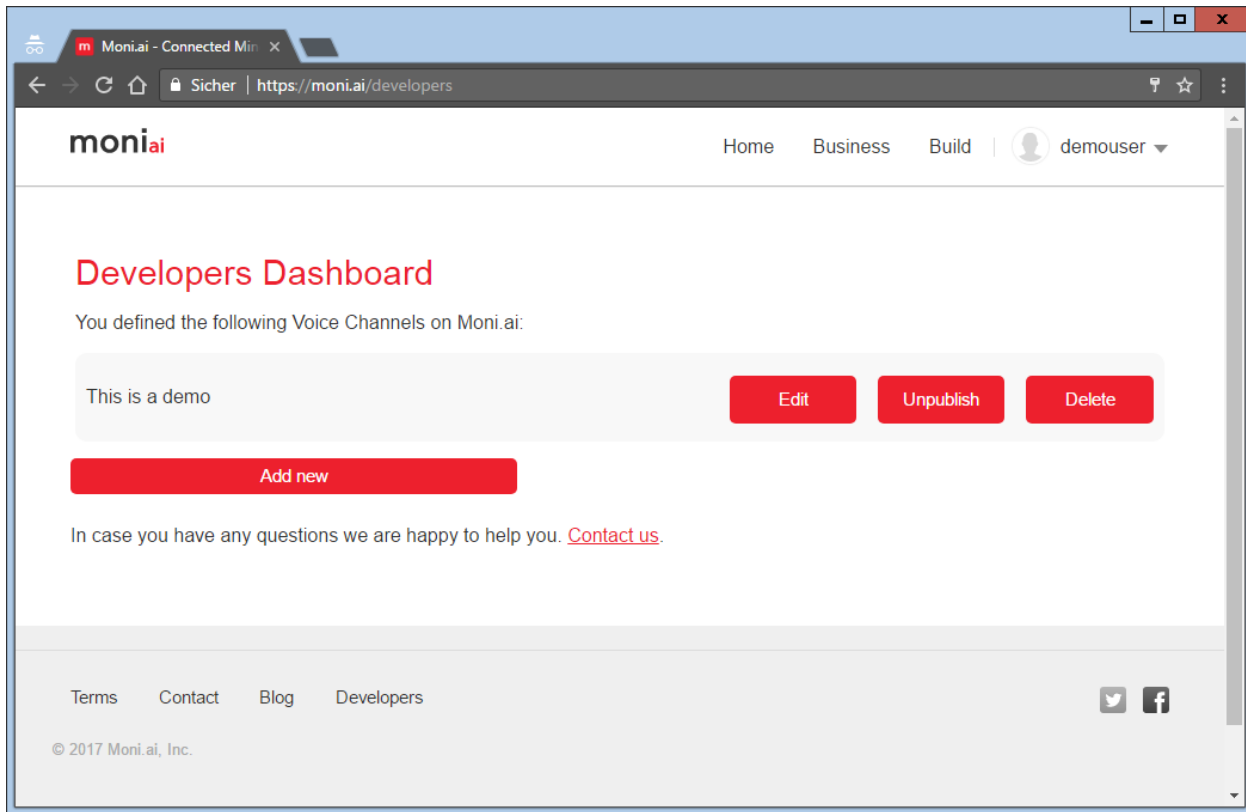


Please ensure that in the Voice Channel designer the conversation always starts with a Moni.ai IN Node and always ends with a Moni.ai OUT node (see the example in the screenshot).

In order to add the Voice Channel to Moni.ai the only thing you need to do is entering your Moni.ai username (your email address) and your password in that node. Once you press the “Done” button and hit the “Deploy” button the Voice Channel should be visible on Moni.ai.



In order to delete or publish a Voice Channel you can visit the Developers Dashboard (<https://moniai/developers>). You will see a list of all your Voice Channels.



By default a Voice Channel is private. That means you can only use and see the Voice Channel after you logged in to Moni.ai. You can make a Voice Channel available by hitting the “Publish” respectively “Unpublish” button. If you delete a Voice Channel it will be removed from Moni.ai but it will not be removed from Node-Red and can be readded by entering the credentials on Node-Red and deploying the changes.

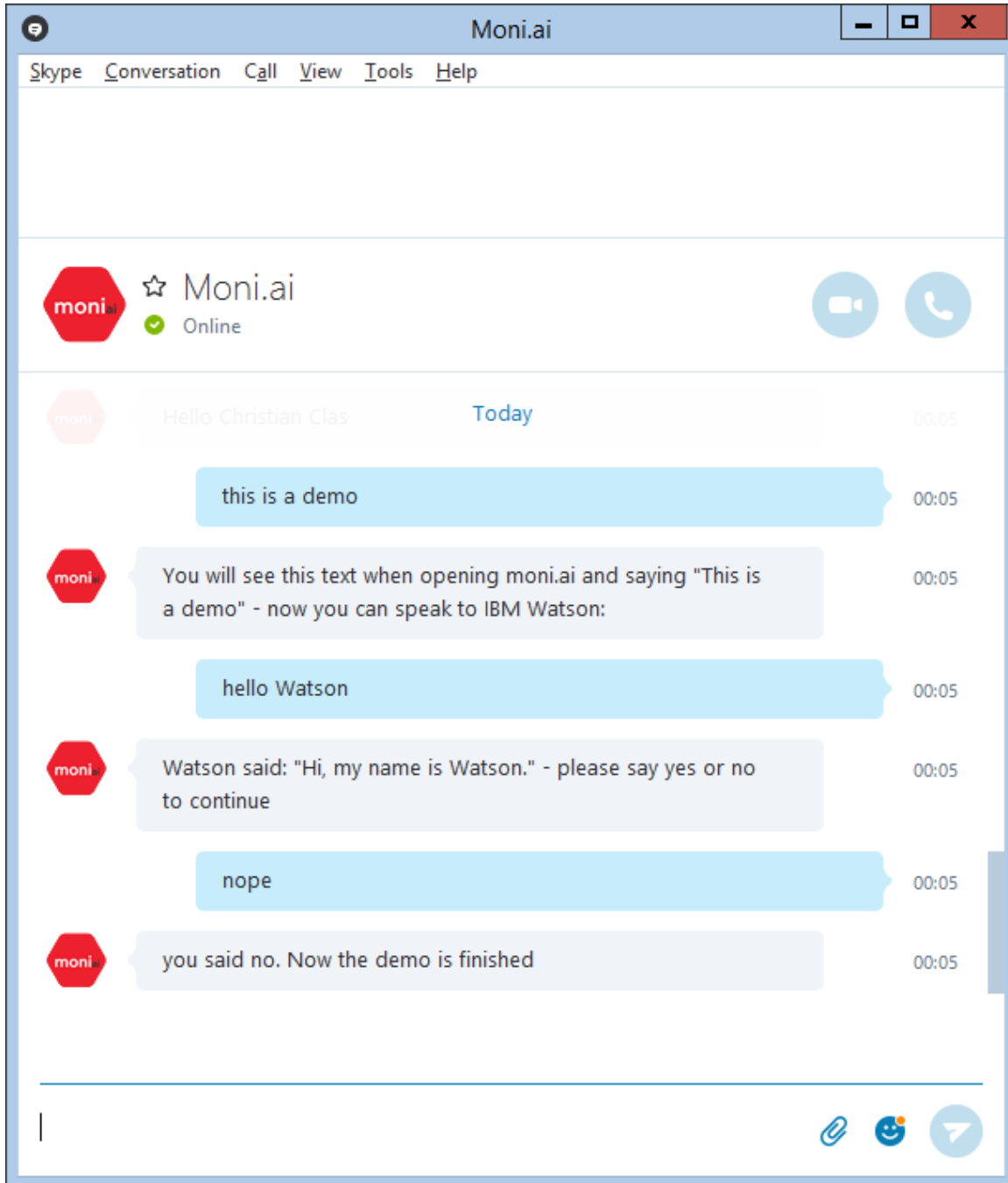
Please note that only licensed Moni.ai users can publish Voice Channels. For more information please contact info@moni.ai.



Step 5 – Use your Voice Channel through different channels

After you created your first Voice Channel it is automatically available on the website, on skype and in the Moni.ai apps.

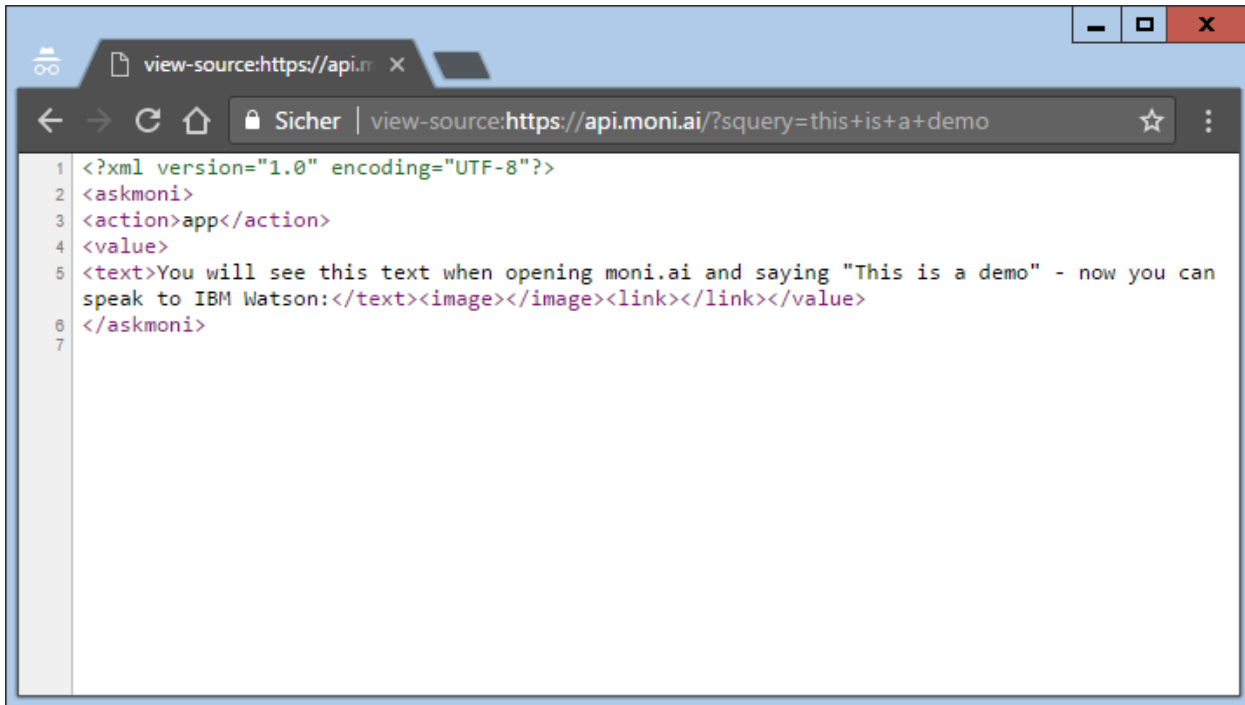
Just login with your Moni.ai user and say the trigger pattern.



Step 6 – Create your own Moni.ai client to access your Voice Channel

While connectivity to Skype, the Moni.ai website and apps is useful for inhouse Voice Channels (e.g. “reimburse my travel expenses”) you may want to connect Moni.ai to your own app, website or device to allow users to converse with it in natural language.

In order to accomplish that Moni.ai provides a restful API that can easily be queried using simple http GET and POST requests.



```
1 <?xml version="1.0" encoding="UTF-8"?>
2 <askmoni>
3 <action>app</action>
4 <value>
5 <text>You will see this text when opening moni.ai and saying "This is a demo" - now you can
6 speak to IBM Watson:</text><image></image><link></link></value>
7 </askmoni>
```

For a more detailed documentation on valid api requests please see the api documentation:

https://monai.ai/documents/moniai_api_specification.pdf

https://monai.ai/documents/moniai_api_examples.pdf