



Title: AIWave Platform setup

Dep.: Product Support & Enablement

Author: Alfonsi Alessandro

Date: 10-12-2022

AIWave Platform setup

User Guide and Policies

Author: Alfonsi Alessandro



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Document History

Author	Date - Version	Description
A. Alfonsi	1.0	First draft
N. Hoang	1.1	Update on Platform Setup

Acronyms

Acronym	Description
NLP	Natural Language Processing
CTI	Computer Telephony Integration
BOT	Short for Robot
ML	Machine Learning
PS&E	Product Support & Enablement
VA	Virtual Assistant
CLI	Command Line Interface

References

Ref. Number	Description

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1 Document scope

This guide aims to make the participant comfortable with the minimum required procedure to login into the portal and start using the specific AI Bricks.

AI Bricks are the fundamental building blocks of an AI solution. They are specific tools that enable the user to build their end-to-end solution for the required use case from scratch.

AI Bricks are available accessing the Portal Menu and the Catalog page.

Here the list of current AI Bricks:

- Natural Language Processor
- Assistant Builder
- AI Lab
- Natural Language Studio
- Insight Engine
- Integration Builder
- Contact Manager

2 Login into the AIWave Platform

Before you begin it is required to install an OTP codes generator compliant with TOTP protocol. OTP code will be required during the authentication process. The following apps are examples of working apps:

- Google Authenticator
- Microsoft Authenticator
- FreeOTP

Keep the credentials you have been provided with next to you, for example:

username: **n.surname@domain.it**

password: **s7R&Ewlt4s@800@%ZqUO0wrP+4Yedo%7**

On first login you will be prompted to:

- configure the OTP (two-factor authentication) device.
- change password (minimum 10 characters, at least one capital letter, at least one number, at least one special character, no username, no name, no surname).

Open <https://portal.aiwave.ai> in your favorite browser. In the following form insert the provided username.

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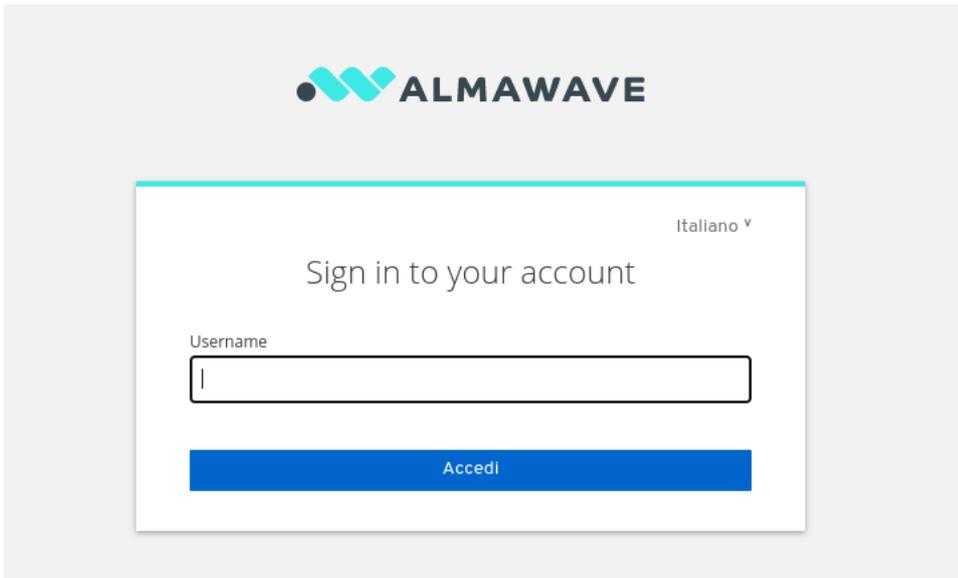


Figure 1

Use the provided first login password.

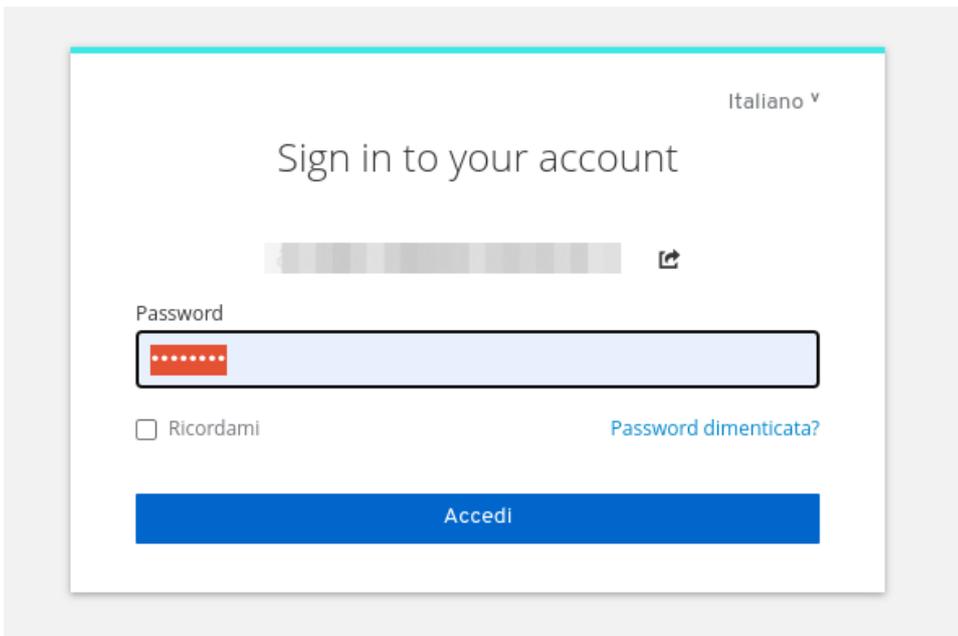


Figure 2

Follow the instructions reported in the picture and provide at least the mandatory fields. After the configuration use the OTP code displayed in your mobile and login.



Figure 3

After the successful first login you will be prompted to change your password.

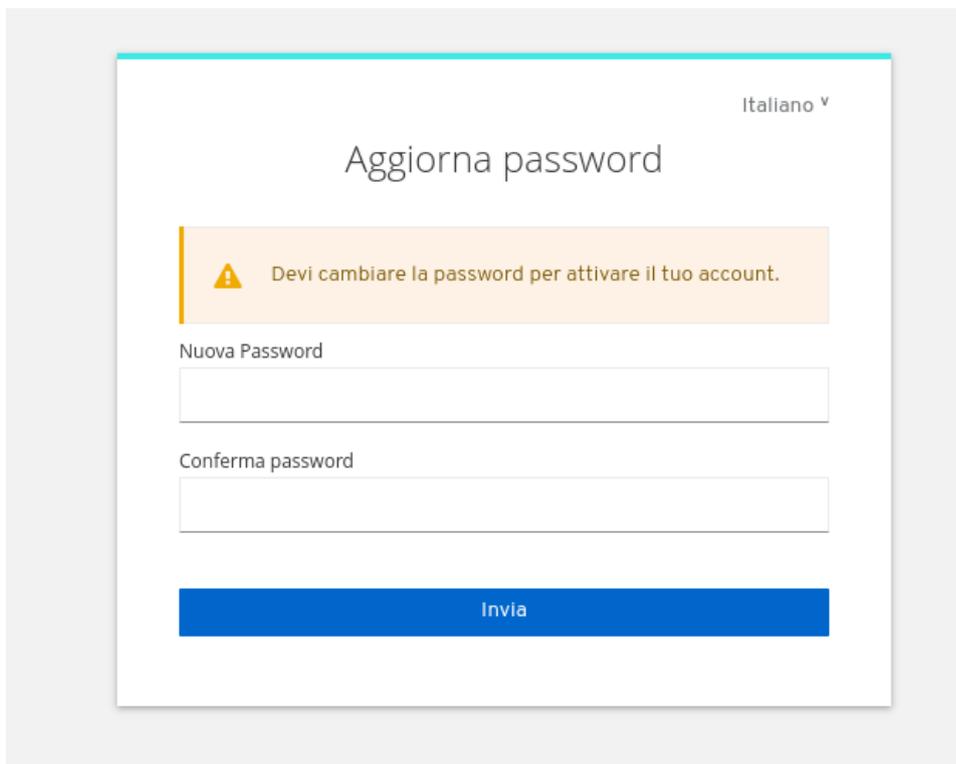


Figure 4

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In case you are allowed to access more than one subscription, at a certain point of the procedure, you'll be prompted to select the subscription you want to login into.

Congrats, you have successfully logged into the platform.

3 Platform Setup

To exploit all the platform capabilities, you need to set the required permissions to enable platform bricks to inter-operate. Such configuration is mandatory when dealing with AI Boxes that represent a logical grouping of AI bricks.

The following steps are also necessary for tasks that require to perform unattended operations on your behalf.

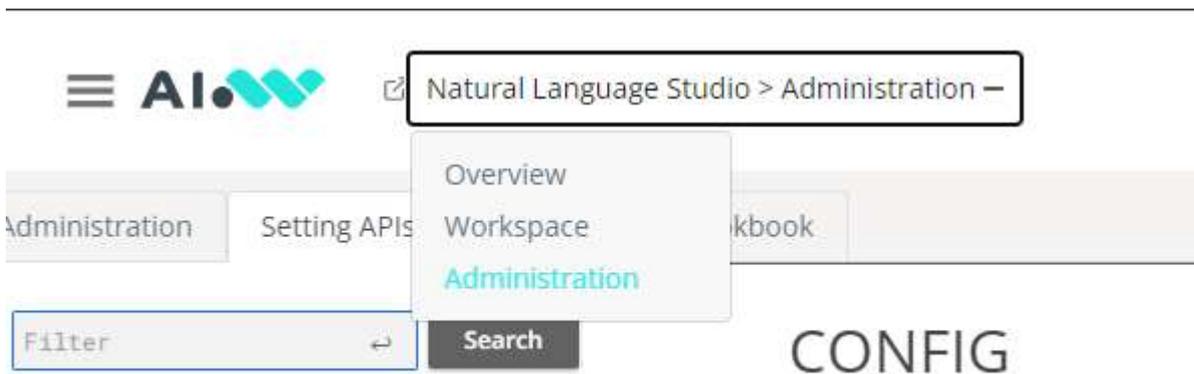


IMPORTANT: the initial setup is in charge of the Tenant Manager and it's required just once per subscription. Once done, every subscribed user can effectively use the AI Wave Platform.

3.1 Natural Language Studio

In the context of AI Comprehension box, the NL Studio brick requires a JWT token to subscribe to the Natural Language Processor brick.

Follow these steps to perform the initialization:



1. Access the NL Studio brick and from the top select *Administration*
2. Select the *Setting APIs* tab



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3. From *Config*, select *Update a configuration property*
4. Click on the user menu at the top right and select API key
5. Select *NL Studio* and then click on Refresh
6. Copy the generated token
7. Insert the following parameters as reported in Figure 5

Parameter	Value
Component key	cognitive
Property Name	oidc.offline.refresh.token
Request Body	the generated token

8. Click on **TRY**

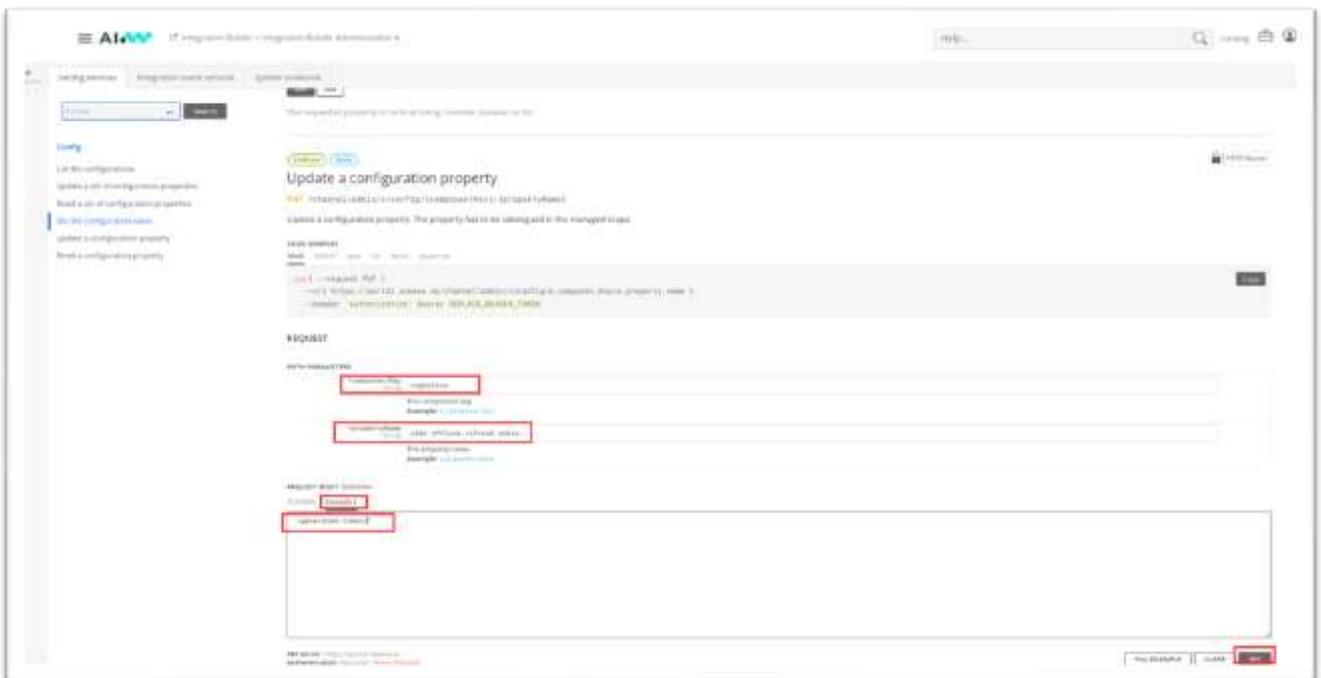


Figure 5

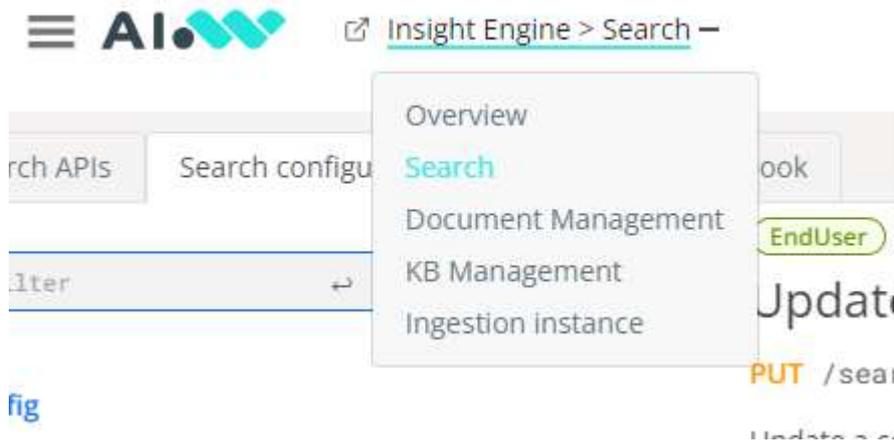
If everything works fine, you'll get a 200 http response code.

3.2 Insight Engine

Solutions targeting the AI Box Discovery require integration between Insight Engine and Natural Language Processor bricks.

Follow these steps to perform the initialization:

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1. Access the Insight Engine brick and select *Search*
2. Select the *Search Configuration* tab
3. From *Config*, select *Update a configuration property*
4. Click on the user menu at the top right and select API key
5. Select Insight Engine and then click on Refresh
6. Copy the generated token
7. Insert the following parameters similarly to what is report in Figure 5

Parameter	Value
Component key	ingestion
Property Name	oidc.offline.refresh.token
Request Body	the generated token

8. Click on **TRY**

If everything works as intended, you'll get a 200 http response code.

3.3 Contact Manager

Solutions targeting the AI Box *Conversations* require integration between the Contact Manager and the Assistant Builder.

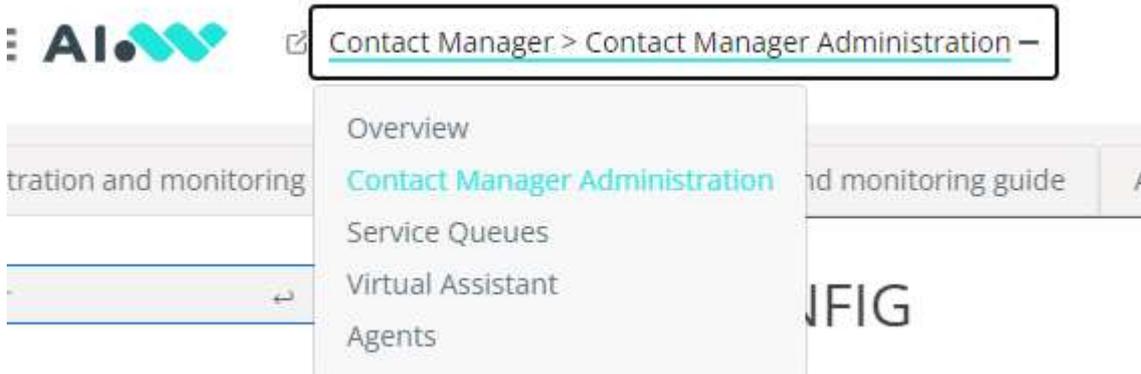
The Contact Manager brick is part of engagement solutions with the Assistant Builder, involving customer care agents as well as virtual assistants.

To use the Contact Manager brick we need:

- a newly generated JWT offline token to properly subscribe to the Assistant Builder brick
- additional flags to finalize the integration with the Assistant Builder

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Follow these steps to perform the initialization:



1. Access the Contact Manager brick and select *Contact Manager Administration*
2. Select the *Settings* tab
3. From *Config*, select *Update a configuration property*
4. Click on the user menu at the top right and select API key
5. Select Contact Manager and then click on Refresh
6. Copy the generated token
7. Insert the following parameters similarly to what is reported in Figure 5

Parameter	Value
Component key	oidc
Property Name	oidc.offline.refresh.token
Request Body	the generated token

8. Click on **TRY**

If everything works fine, you'll get a 200 http response code.

If the AI Wave Platform subscription includes the Assistant Builder for virtual assistants, a further step is required:

9. From *Config*, select *Update a configuration property*
10. Insert the following parameters similarly to what is reported in Figure 5

Parameter	Value
Component key	dialog
Property Name	wavebot.enabled
Request Body	true

11. Click on **TRY**



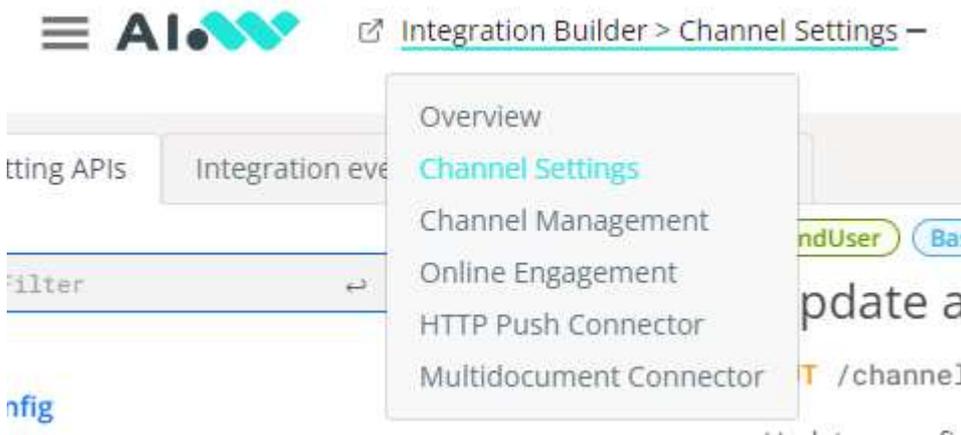
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If everything works fine, you'll get a 200 http response code.

3.4 Integration Builder

Solutions targeting the AI Box *Speech & Voice* require integration between the Integration Builder and Text to Speech bricks.

Follow these steps to perform the initialization:



1. Access the Insight Engine brick and select *Channel Settings*
2. Select the *Setting APIs* tab
3. From *Config*, select *Update a configuration property*
4. Click on the user menu at the top right and select API key
5. Select Integration Builder and then click on Refresh
6. Copy the generated token
7. Insert the following parameters similarly to what is reported in Figure 5

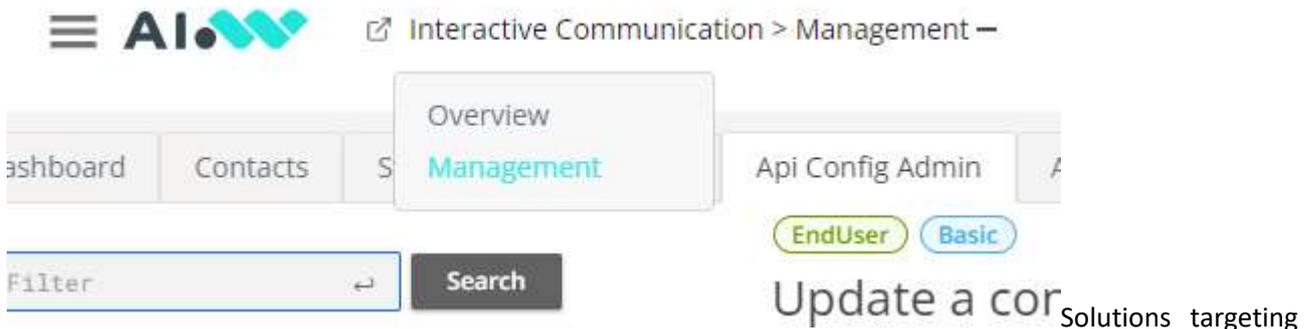
Parameter	Value
Component key	oidc
Property Name	oidc.offline.refresh.token
Request Body	the generated token

8. Click on **TRY**

If everything works fine, you'll get a 200 http response code.

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3.5 Interactive Communication



the AI Box *Speech & Voice* require integration between the Interactive Communication and Text to Speech bricks.

Follow these steps to perform the initialization:

1. Access the *Interactive Communication* brick and select *Management*
2. From *Management*, open the *Api Config Admin* function and select *Update a configuration property*
3. Click on the user menu at the top right and select *API key*
4. Select *Interactive Communication* and then click on *Refresh*
5. Copy the generated token
6. Insert the following parameters similarly to what is reported in Figure 5

Parameter	Value
Component key	call
Property Name	oidc.offline.refresh.token
Request Body	the generated token

7. Click on **TRY**

If everything works fine, you'll get a 200 http response code.

4 Platform Interaction via API

All APIs of each AI Brick can be combined and invoked outside the Platform Portal using your preferred API Client (e.g., Postman). API usage requires granting authentication and authorization rights with one JWT token per user. This means that each user utilising the APIs needs to collect its own token.

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The authentication is based on bearer token that must be specified in the header of every request submitted through the API.

An example of such header is: *Authorization: Bearer <bearer_token>*



IMPORTANT: we do not store this token in our systems, so it is your responsibility to copy and store this token in a safe way. Please note that this token are credentials, which grant access to the API. Be careful where you paste or store this information.

The token can be generated in the following way:

1. Click on the user menu at the top right and select API key
2. Select API and then click on Refresh
3. Copy the generated token and save it
4. Open Postman Application
5. Create a new request with the + sign
6. Fill the request with the following parameters as reported in Figure 6:

Parameter	Value
Type	POST
URL	https://login.aiwave.ai/auth/realms/cognitive/protocol/openid-connect/token
client_id	authx
grant_type	refresh_token
refresh_token	<copied-refresh-token>

7. Click on Send button and copy the json response in a file.

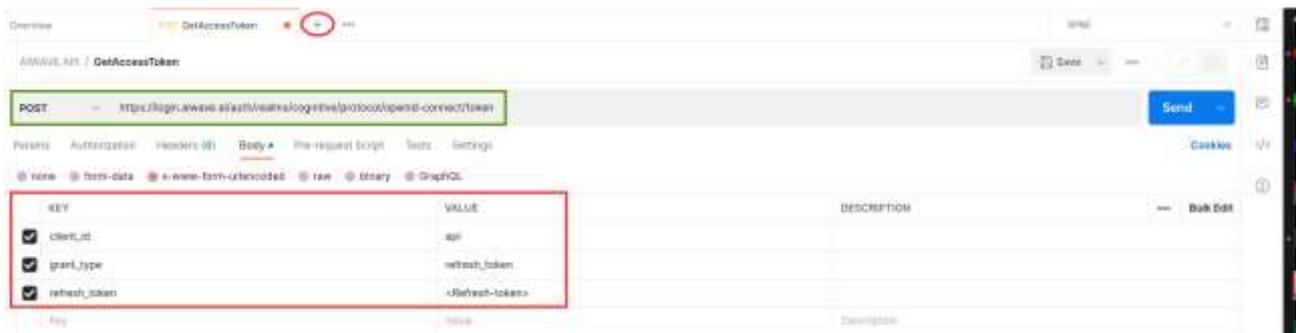


Figure 6

In the json response you have the access token, to authenticate the next call, and the refresh token that needs to be used to request a new access token once expired.

Here below a response example.

```
{
  "access_token": "eyJhbGciOiJIUzI1NiIsInR5cGU6IjY6d99689-0d28-49d2-9b98-2a93149e688d",
  "expires_in": 57600,
  "refresh_expires_in": 0,
  "refresh_token": "eyJhbGciOiJIUzI1NiIsInR5cGU6IjY6d99689-0d28-49d2-9b98-2a93149e688d",
  "token_type": "Bearer",
  "not-before-policy": 1659022983,
  "session_state": "62d99689-0d28-49d2-9b98-2a93149e688d",
  "scope": "email offline_access profile"
}
```

Alternatively, if your system supports CURL command line tool, you can obtain the same result running on CLI the following code:

```
curl -v -X GET -s -H "Authorization: Bearer $ACCESS_TOKEN" -H "Content-Type: application/json" \
  "https://dev.lab.aiwave.io/channel/admin/c/config"
```

5 Platform Storage

AIWave Platform leverages AWS S3 technology as cloud storage. In order to manage your files in the platform you need to use an S3 client suitable with your Operative System.

In the current guide we will use S3Browser. Download it on <https://s3browser.com/> and install.

Now configure your client following the reported steps:

1. Select "add new account.."
2. Fill the fields as shown in the following table (see also Figure 7):

Parameter	Value
Display name	Chose a name
Account Type	S3 Compatible Storage
REST Endpoint	The endpoint received in the email with your credentials (e.g.: storage.aialab.aiwave.ai)
Access Key ID	The username received in the email with your credentials (e.g.: email address)
Secret Access Key	The storage password username received in the email with your credentials



Figure 7

Alternatively, it is possible to use Cyberduck (<https://cyberduck.com/>).