

Installing and  
Setting up the  
Beesender  
package



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# Introduction

Beesender is an add-on to Creatio that helps you unite all communication channels in one system.

You can interact with employees, partners and clients through social networks, messengers, widgets on your sites, e-mail, IP-telephony, SMS and Viber sending with Beesender.

Virtual assistants, created in Beesender, will make employees' work easier.

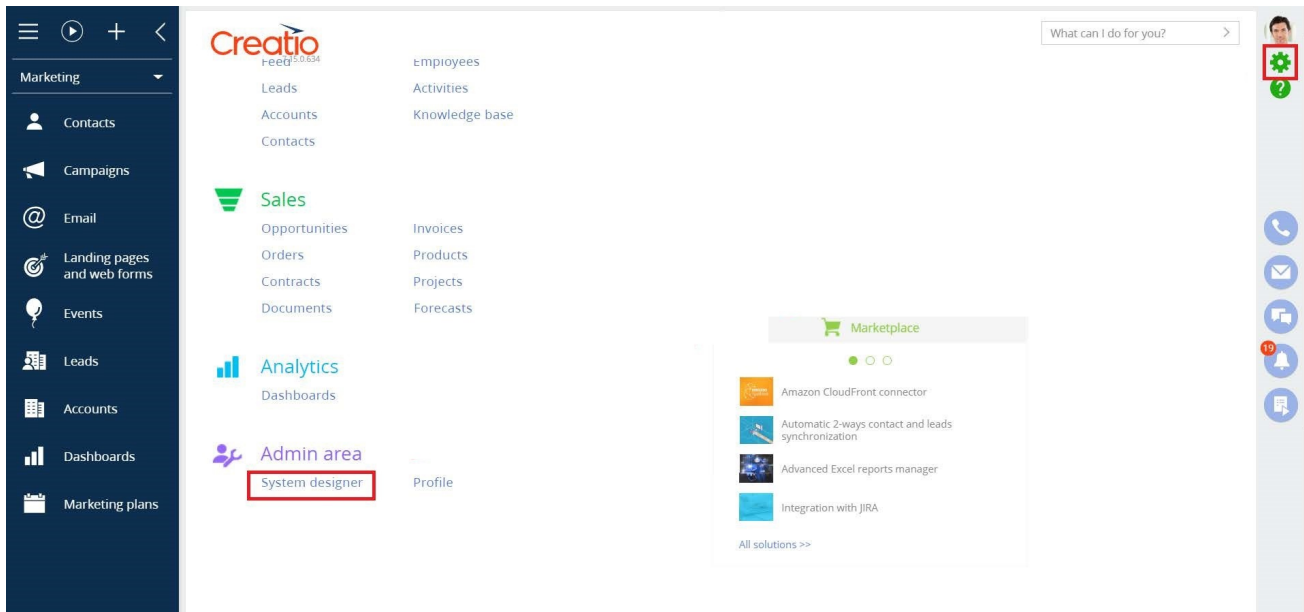
Beesender Bot Master adds a functionality of creating chatbots with buttons in Process designer.

Chatbots allow you to automate business-processes and unload contact-center and support service employees. Chatbots may provide clients with information and answer clients' questions without operator participation. Chatbots can create leads, make orders and create cases, send notifications in communication channels, leave feedback, create a new contact and much more.

# Beesender package installation

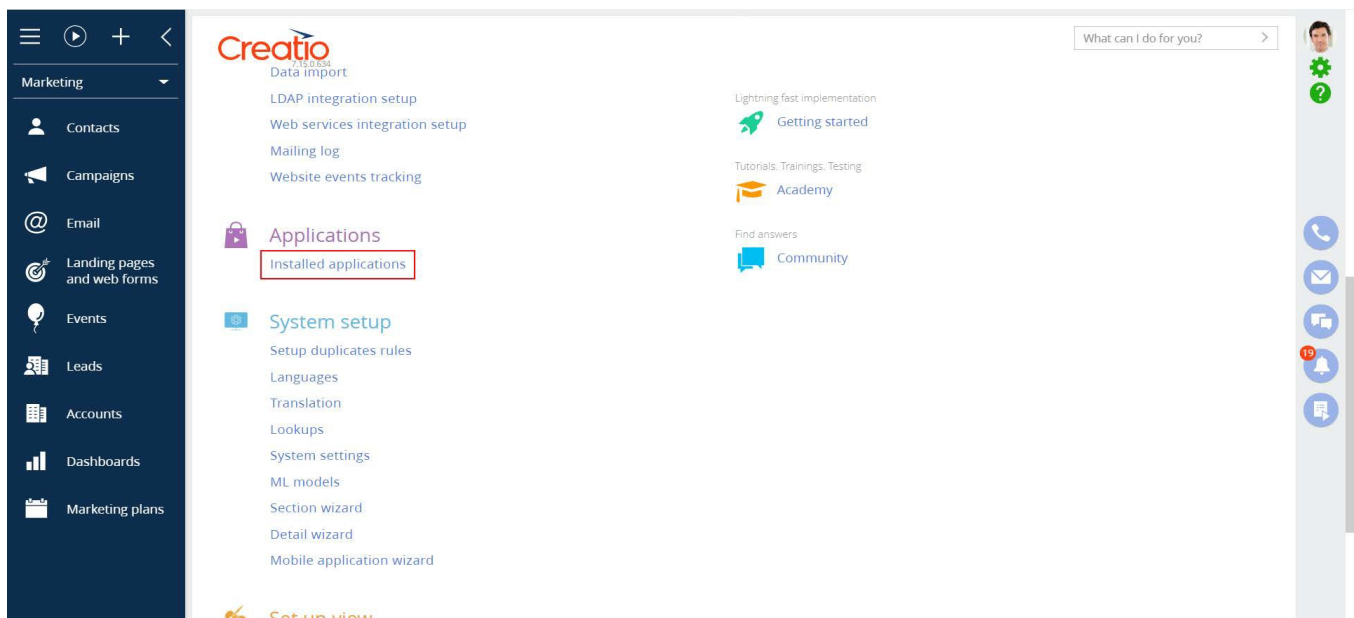
1. Enter the "System designer" of Creatio.(pic. 1)

Pic. 1 Entering the System designer of Creatio



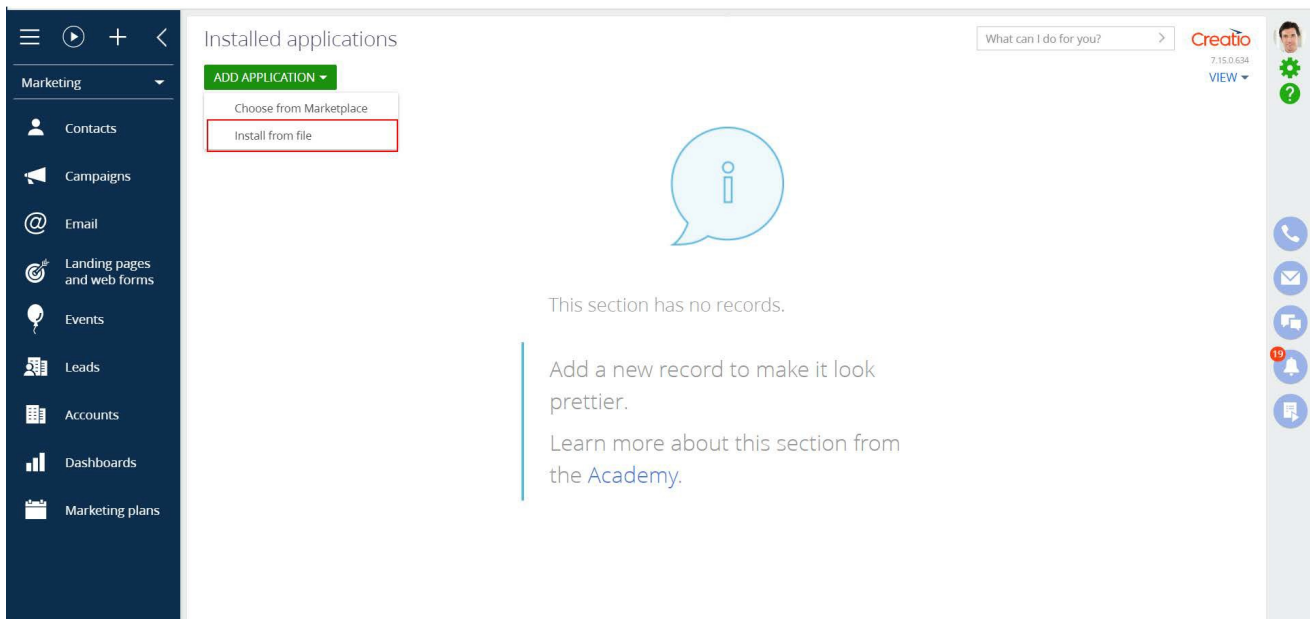
- 2.Go to "Installed applications". (pic.2)

Pic 2. System designer

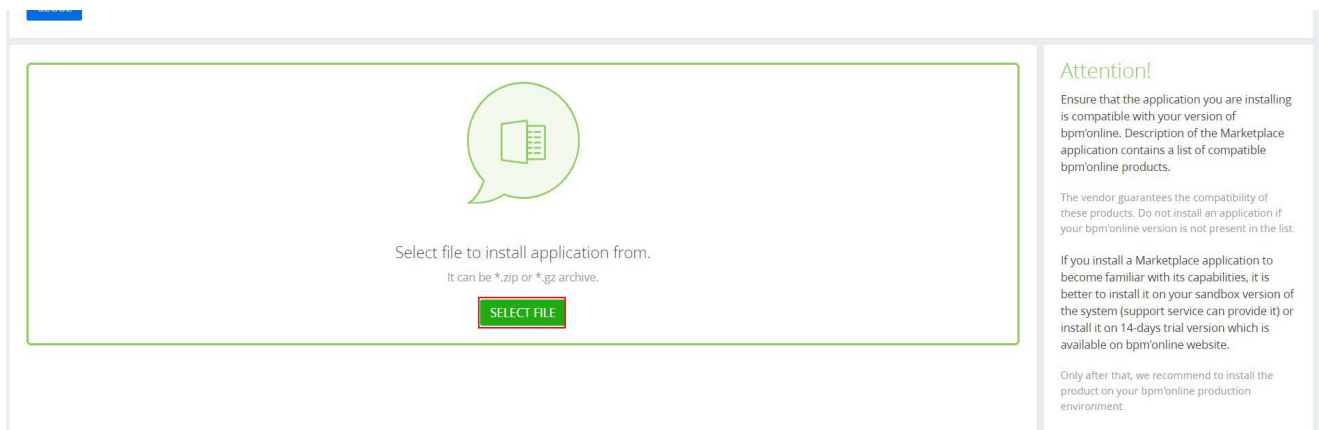




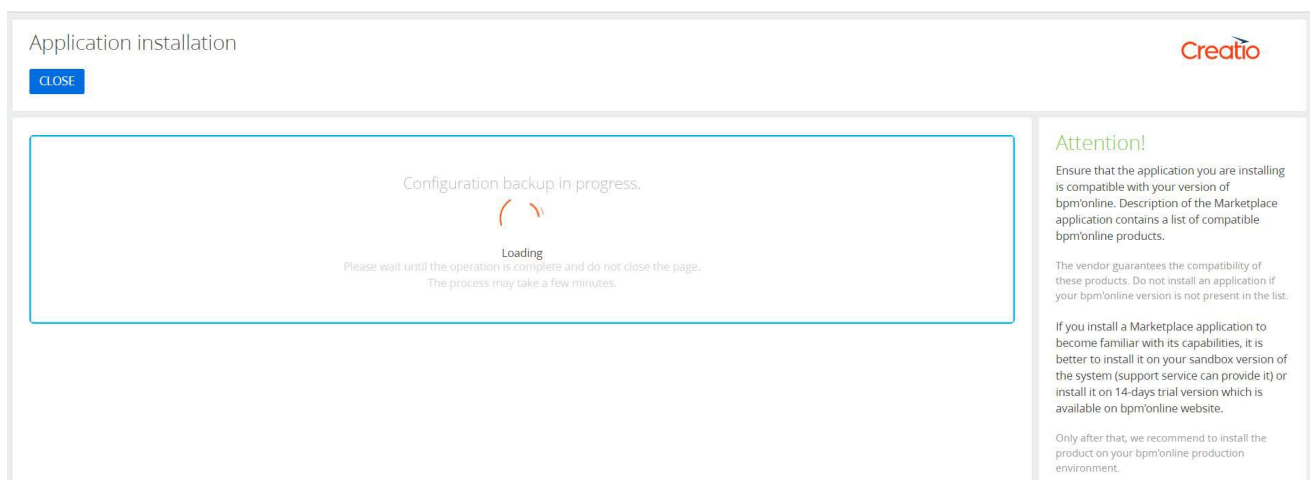
### 3. Choose "Install from file".



### 4. Select Beesender package file.




### 5. Wait till download completed.



Application installation

Creatio

CLOSE



Application installed successfully.

You can close the page and continue working with the bpm'online.

[DOWNLOAD INSTALLATION LOG](#)

Attention!

Ensure that the application you are installing is compatible with your version of bpm'online. Description of the Marketplace application contains a list of compatible bpm'online products.

The vendor guarantees the compatibility of these products. Do not install an application if your bpm'online version is not present in the list.

If you install a Marketplace application to become familiar with its capabilities, it is better to install it on your sandbox version of the system (support service can provide it) or install it on 14-days trial version which is available on bpm'online website.

Only after that, we recommend to install the product on your bpm'online production environment.

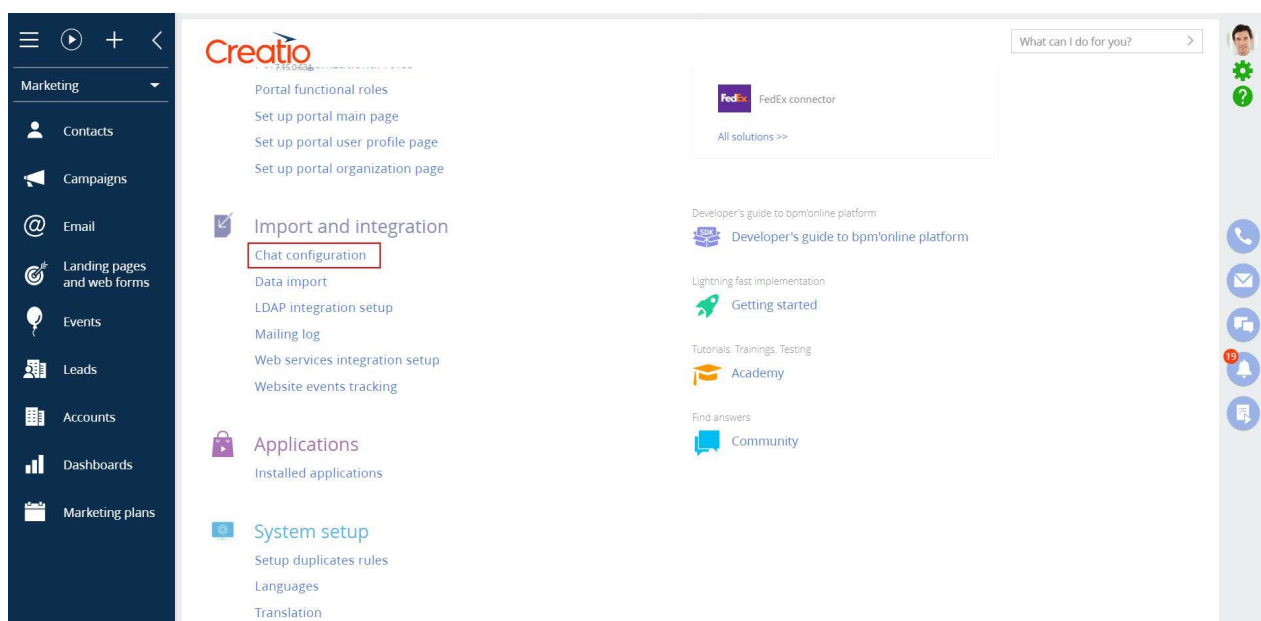
6.Start setting up your Beesender.

# Beesender package setup

Creating new configurations and setting basic parameters

After installing the package in the "System designer", a new link the "Chat configuration" will appear(pic. 3). Follow this link.

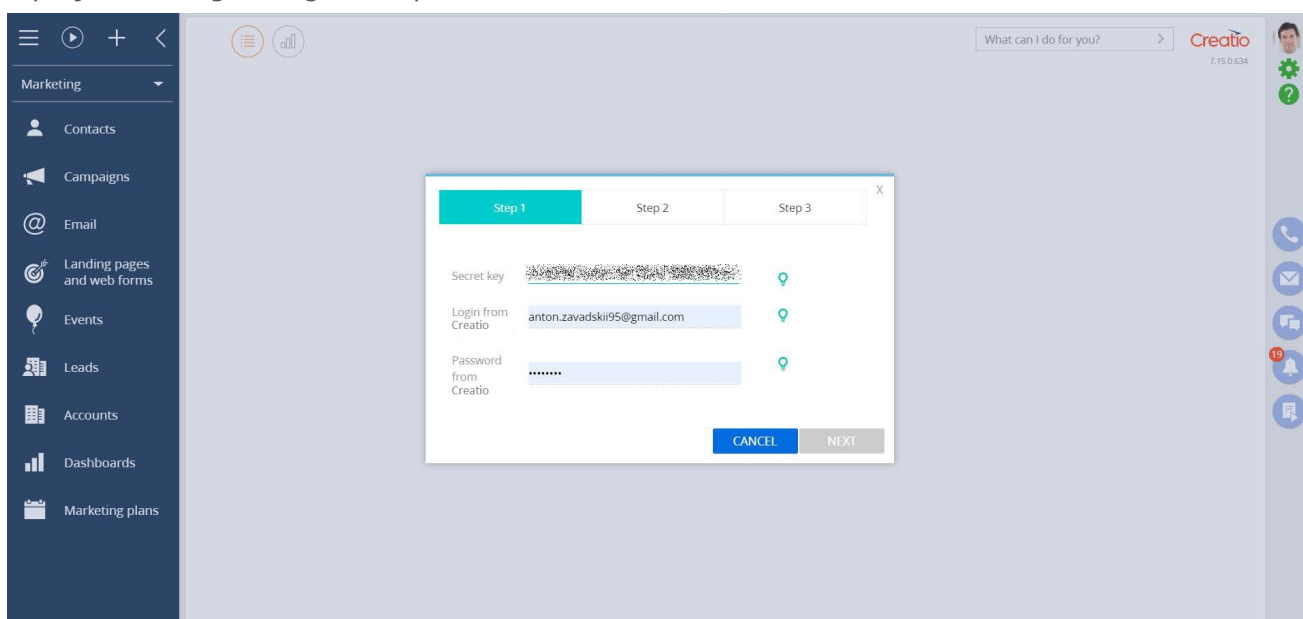
Pic 3. "Chat configuration" link



A window will open where you need to enter some data step by step.

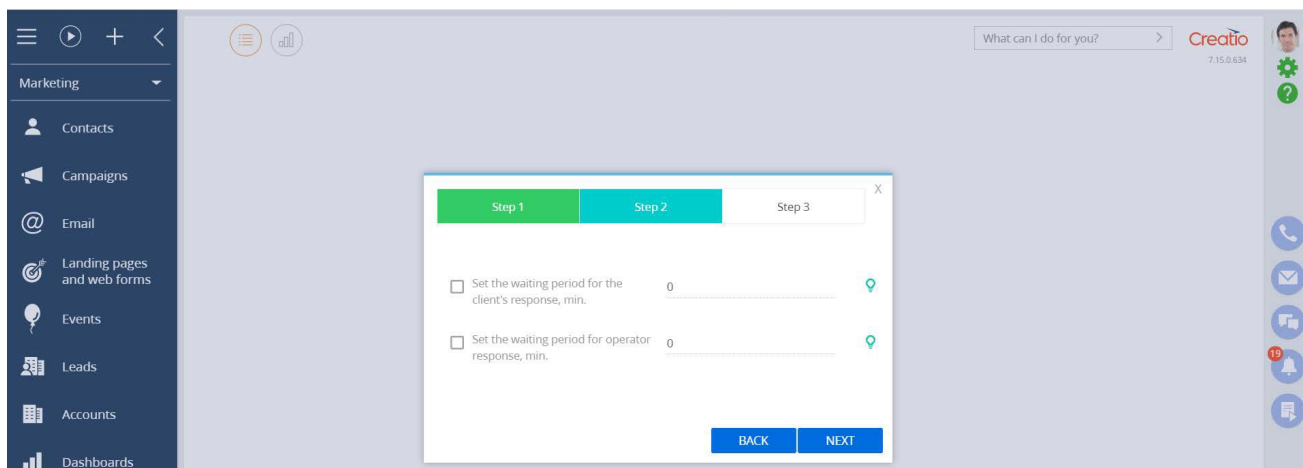
## Step 1.

The "Secret key" is your personal token that you can get from your project manager. Login and password from Creatio admin user.



## Step 2.

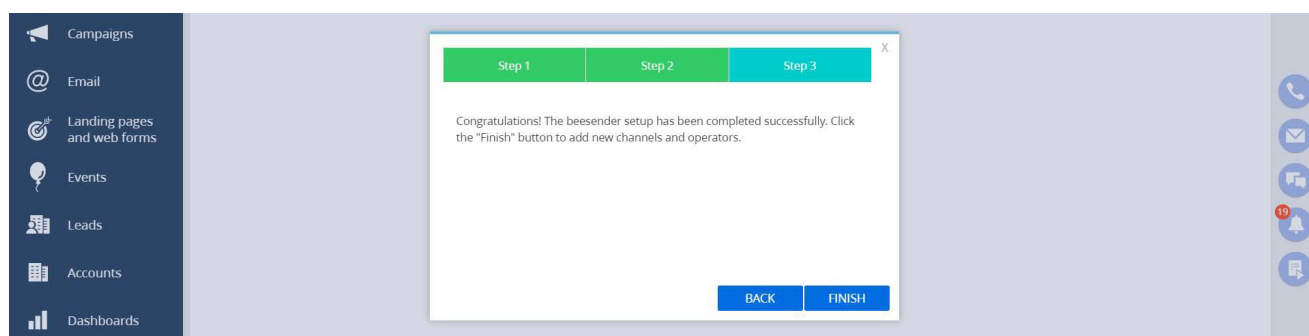
Checkboxes in step 2 can be left empty if necessary. You can select the time interval (in minutes). After this period the chat will automatically close.



The screenshot shows the Beesender setup interface. On the left is a dark blue sidebar menu with icons and labels for 'Marketing', 'Contacts', 'Campaigns', 'Email', 'Landing pages and web forms', 'Events', 'Leads', 'Accounts', and 'Dashboards'. The main area is light gray. At the top right, there's a search bar with the text 'What can I do for you?' and a 'Creatio' logo with version '7.15.0.634'. A modal window is open in the center, titled 'Step 1', 'Step 2', and 'Step 3'. Step 2 is active. It contains two checkboxes: 'Set the waiting period for the client's response, min.' and 'Set the waiting period for operator response, min.'. Both have input fields with the value '0' and a location pin icon. At the bottom of the modal are 'BACK' and 'NEXT' buttons.

## Step 3.

Complete the setting by clicking on the "Finish" button.



The screenshot shows the Beesender setup interface. The sidebar menu is the same as in the previous step. The modal window is now at Step 3. It displays a congratulatory message: 'Congratulations! The beesender setup has been completed successfully. Click the "Finish" button to add new channels and operators.' At the bottom of the modal are 'BACK' and 'FINISH' buttons.

After that, you will be transferred to the "Chats Setup" section, where you can change the waiting time of the client / operator.

There are default fields in the left menu. Their description is in the table

Field	Value
Transfer chats without operator answer	Basic functionality of Beesender, that transfers inactive chats to the other operator in time, indicated in "Time for changing operator (minutes)" field.
Password	User password, which is a Supervisor in Creatio system.
Name	Required field, Editing is blocked. It's value must be "Beesender".
Login	User login, which is a Supervisor in Creatio system.
Close chats without messages	Basic functionality of Beesender, that closes inactive chats in time, indicated in "Time for closing chats after last message(minutes)" field.
Time for changing operator (minutes)	Time after which inactive chat will be transfered to another operator
Time for closing chats after last message (minutes)	Time after which inactive chats will be closed

**After any changes in the area highlighted on the screenshot, you need to save and also click the 'Actions' button, then the "Synchronize".**

Marketing

Contacts

Campaigns

Email

Landing pages and web forms

Events

Leads

Accounts

Dashboards

SAVE CANCEL ACTIONS

7.15.0.634

Channels OPERATORS

Channels

No data

Name\*  
Beesender

Login  
\*\*\*\*\*

Password  
\*\*\*\*\*

Close chats without messages  
☒

Time for closing chat after last message (minutes)  
30

Transfer chats without operator answer  
☐

Time for changing operator (minutes)  
0

In order to proceed you need to order Beesender licenses from your manager (at Terrasoft). You can skip this step if you use trial 14-days free version of CRM Creatio.

## Adding channels

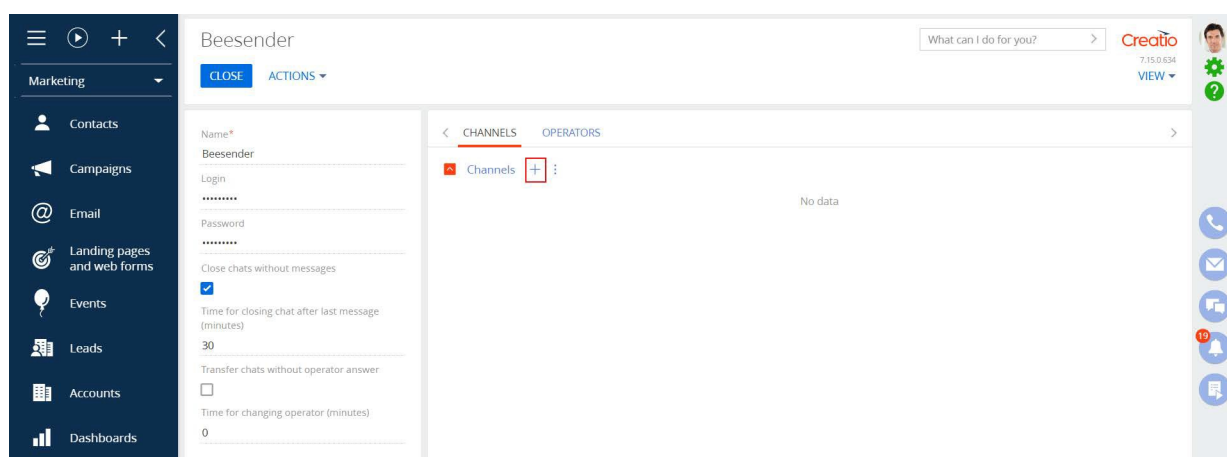
The “Channels” is an item that is used by the administrator to add new communication channels. The “Channel” is a business account / bot in the messenger or a social network.

### Highlights

- You can add multiple channels of the same type. For example, the telegram channel @Beesenderbot for serving your customers and the internal channel Telegram @BeesenderSupportBot for serving your employees.
- The following channels are now supported by Facebook, Messenger, Telegram, Viber, WebSite (widget on the site), VKontakte, Skype.
- For the maintenance of individual pages of the site, you can create multiple WebSite channels.

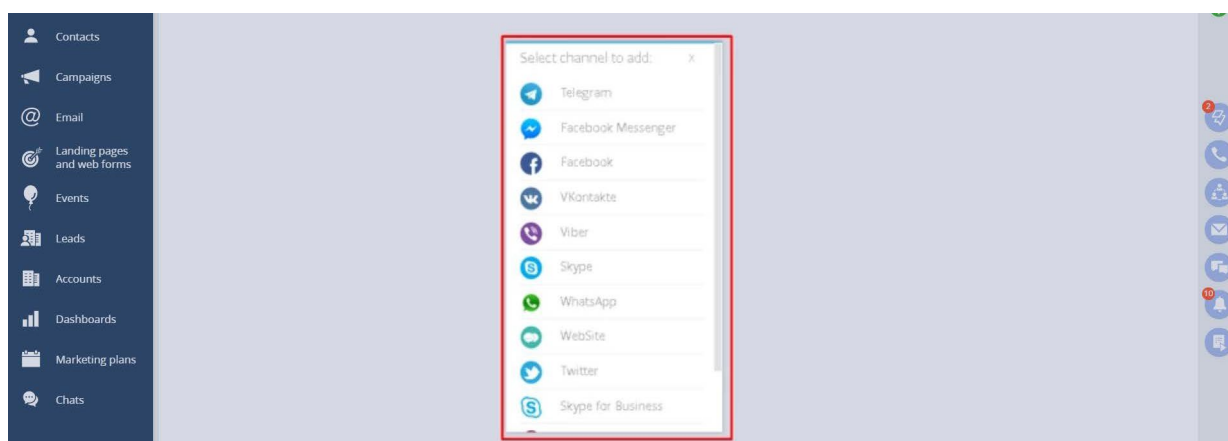
To add a channel, you need to click the “+” in the “Channels” details.

Pic 4. Adding channels



The following window will appear (pic 5)

Pic. 5 Channels list



Consider creating a channel on the example of Telegram.

1. "Channel Name" this field can be arbitrary.
2. "Token" token is issued on the side of the messenger / social network.
3. "Weight" is the weight unit of the chat. This parameter is required to adjust the load on the operator.

*For example:*

Viber has a weight of 2, Telegram - 1 and Skype - 3.

Operator has a weight of 5

Thus, Operator can cope with two channels:

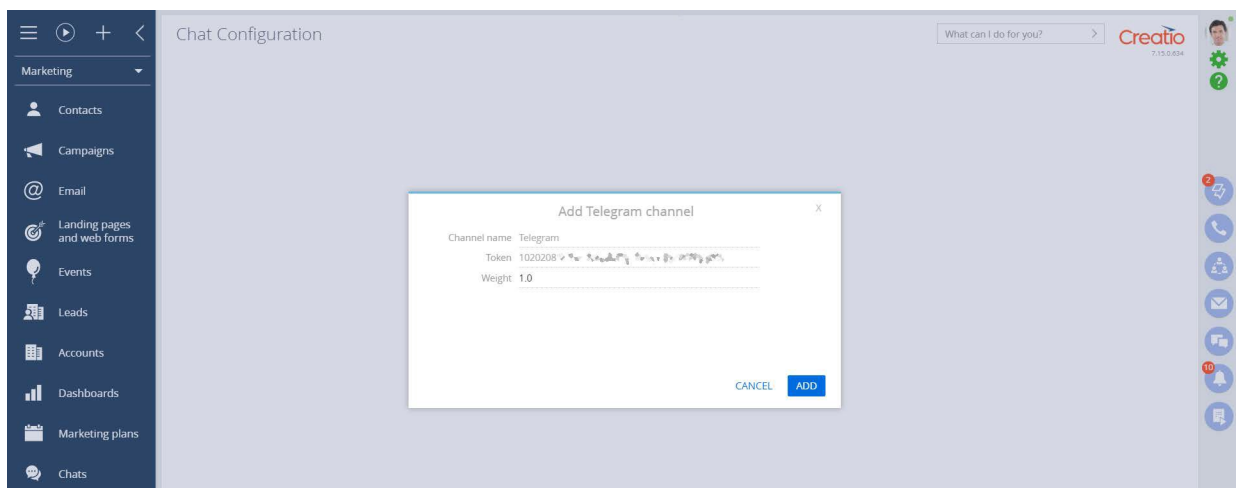
*Viber and Skype  $(2 + 3) = 5$*

*or with Telegram and Skype  $(1 + 3) = 4 (<5)$*

*or with Viber and Telegram  $(2 + 1) = 3 (<5)$*

*but not with all of them at the same time  $2 + 1 + 3 = 6 (> 5)$ .*

Pic 6. Channel's settings window



After that you need to go to Adding operators.



## Adding operators

The "Operators" is an item that is used by the administrator to add and manage operators.

The "Operator" is a person on the business side responsible for handling the chat. Bot is a program that handles chat on a predetermined algorithm.

### Highlights

- The operator can be either a human or a bot.
- Each operator can only accept a limited number of chats. This parameter depends on the weight of the channel and the weight of the current operator. The operator can accept new chats until:

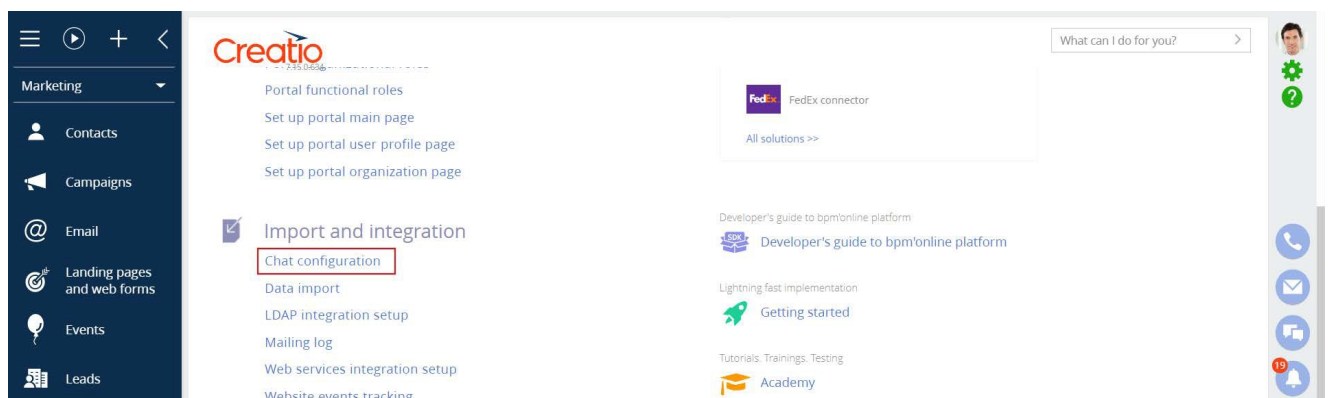
<b>The sum of its active chats = Channel weight * Number of chats of this channel</b>	<b>&lt;</b>	<b>Operator weight</b>
---	-------------	------------------------

- The bot logic is constructed using the Creatio platform business process engine.
- One bot can work in several channels at once.
- Each operator is associated with a Creatio user. However, bot users do not have to be licensed.

### Adding operator

You need to go to the tab the "Operators" in the "Chat configuration". Then click on the "+" to add a new entry.

Pic 7. "Adding operators" window



A new page will open where you need to fill in the following fields.

1	User	Creatio user who will receive and process chats.
2	Type	Determines the type of operator (Human - person / ChatBot - bot).
3	Weight	The maximum weight that the operator can handle.
4	Position in the queue	Parameter used to configure chat routing between operators (chatbots, this field is blocked for human operators).
5	Process	The name of the Business Process with the logic of the bot.
6	Group of operators	The line on which the chat falls (these fields are available only for the operator of the "person" type. For chatbots, the position in the queue is used).
7	Active	Checkbox, which must be put down so that the operator was able to receive chats and respond to them.
8	Channels	An item in which it is necessary to indicate which channels the operator will serve.

Pic 7. Operator's settings window

Press "+" to add channels for the operator. Select the channels that will be attached to this operator. Press "Select". (pic 8)

Pic 8. Adding channels for the operator

Beesender / Operator

What can I do for you? Creatio 7.15.1.1285

Close

User\* Supervisor Weight: 5.00  
Type\* Human QueuePosition: 1  
Nickname  
Active ☒  
Operator Group 1 line

< CHANNELS >

Channels + :

Column 1.Name  
Viber  
VK  
Tg  
Twitter

The set up is completed.

Notice: in order for the operator to have a working window, it is necessary to log in again.

Pic 9. Operator's working window

Beesender / Operator

What can I do for you? Creatio 7.15.1.1285

Close

User\* Supervisor Weight: 5.00  
Type\* Human QueuePosition: 1  
Nickname  
Active ☒  
Operator Group 1 line

< CHANNELS >

Channels + :

Column 1.Name  
Viber  
VK  
Tg  
Twitter

There are no active chats

When setting up a chatbot as an operator, you must fill in some of the fields that were described above, as well as a few others (pic 10)

Pic 10. Chatbot's settings window

Beesender / Operator

What can I do for you? Creatio 7.15.1.1285

SAVE CANCEL

User\* 1st-line support Weight: 100.00  
Type\* ChatBot QueuePosition: 0  
Nickname Finch  
Processes BWBOT\_EN  
Active ☒

< CHANNELS >

Channels + :

Column 1.Name  
Twitter  
Viber

Then you should also attach the necessary channels.

# Creating and adding channels

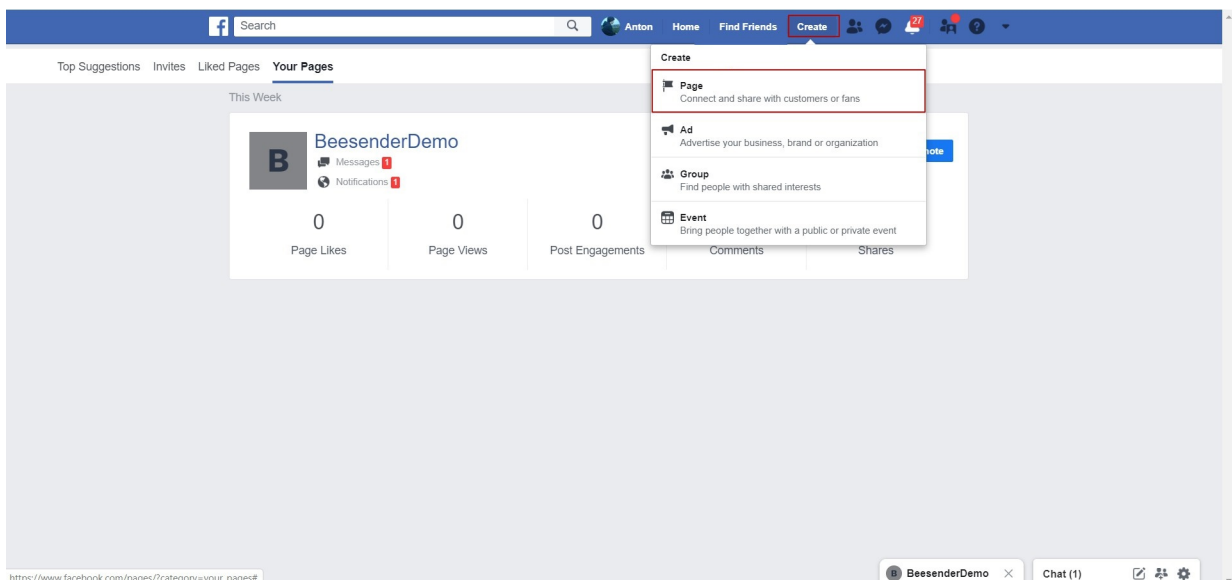
## Facebook

Connecting the Facebook wall to Beesender follow next steps. From whether there is already a group on Facebook, the sequence of steps depends. If you already have one, you should follow Step 2: Add a Facebook channel to the system. If not, start from Step 1.

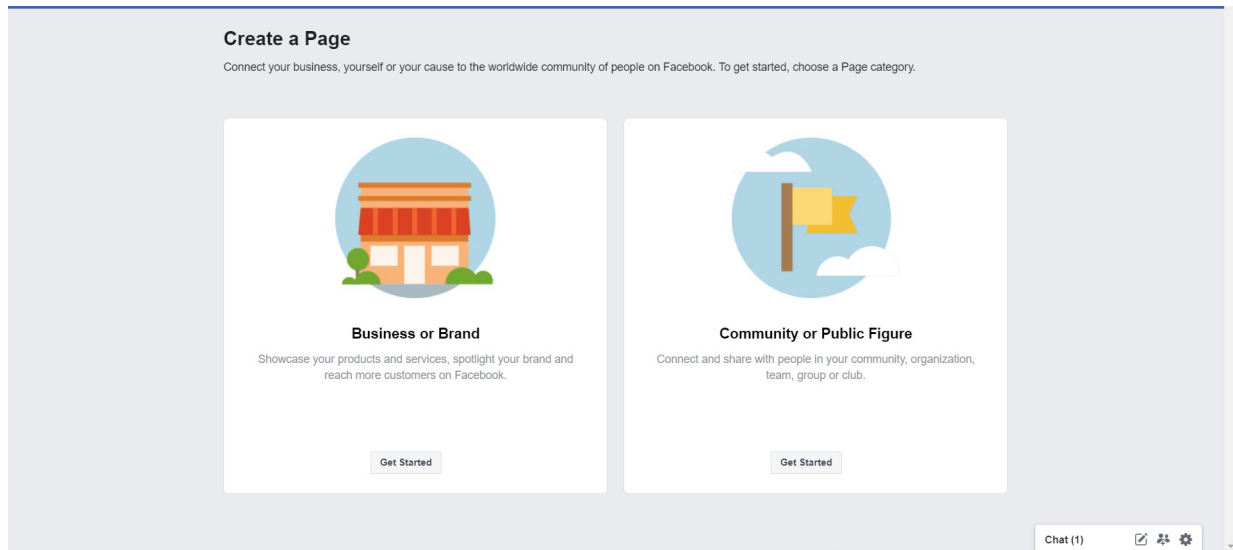
Notice: Only the operator, not the chatbot, can communicate from the Facebook page.

### Step 1. Create a group on Facebook.

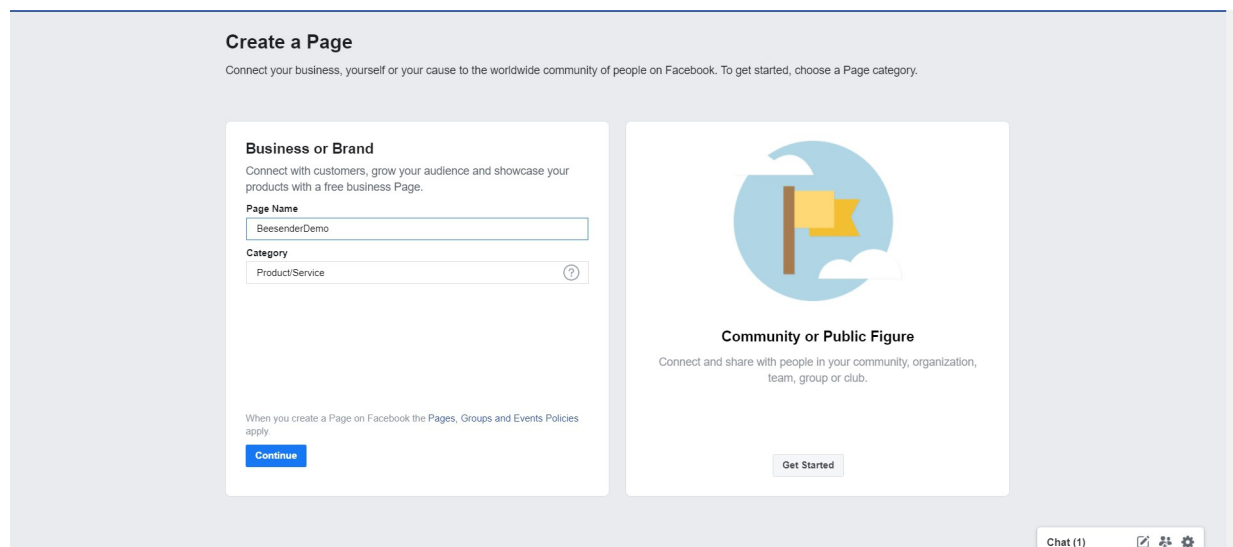
In order to create a new group on Facebook, click on the "Create a page".



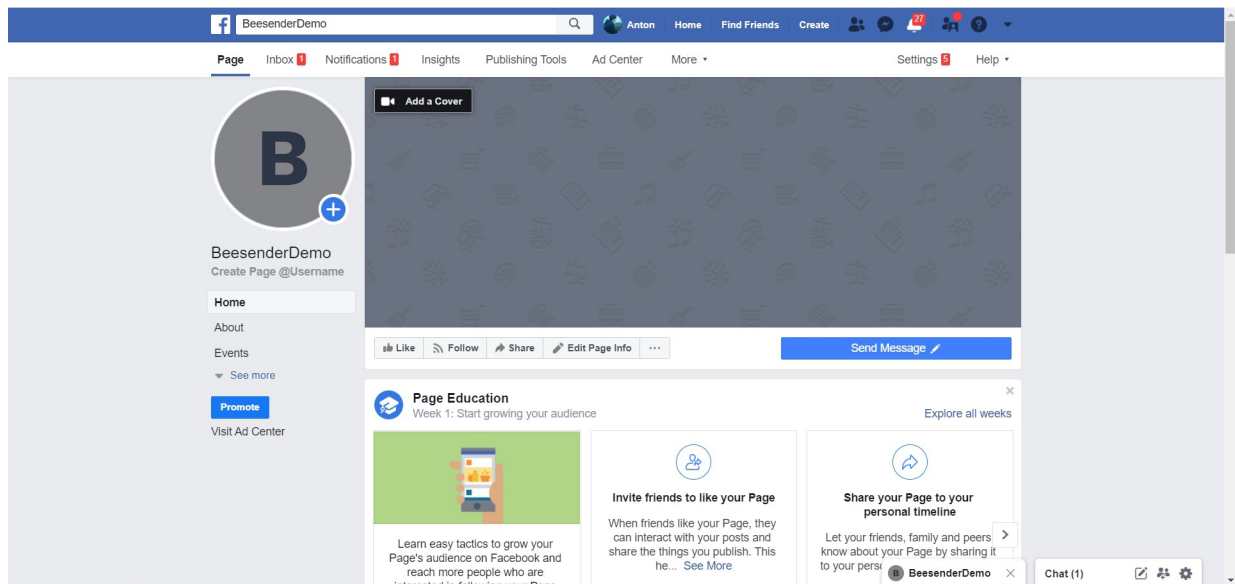
Select the preferred category in opened window.



Then you should enter the Page Name (1) and select the category of the company's field of activity (Category) from the list (2) and click the "Continue" button.



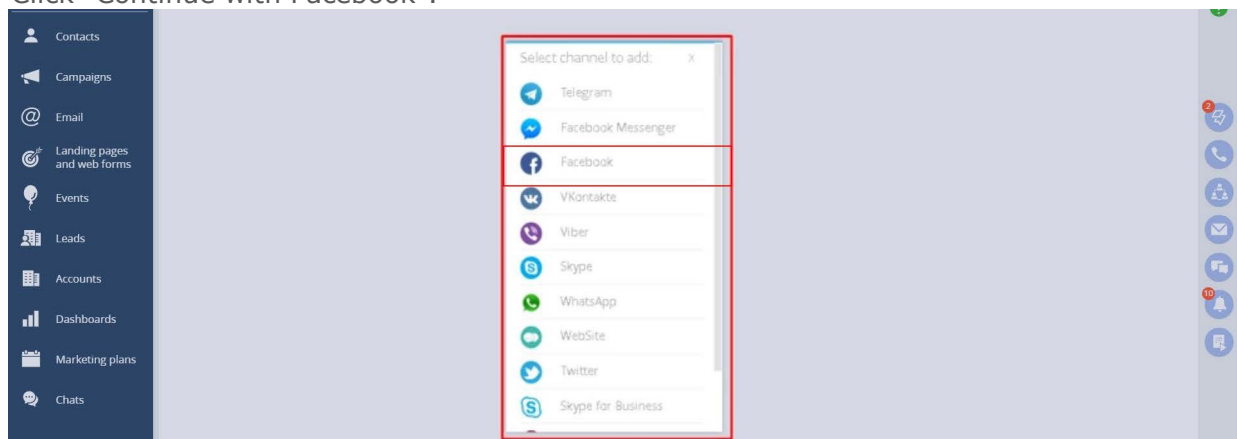
After that, your company's page will be created where you can change basic information and add image.

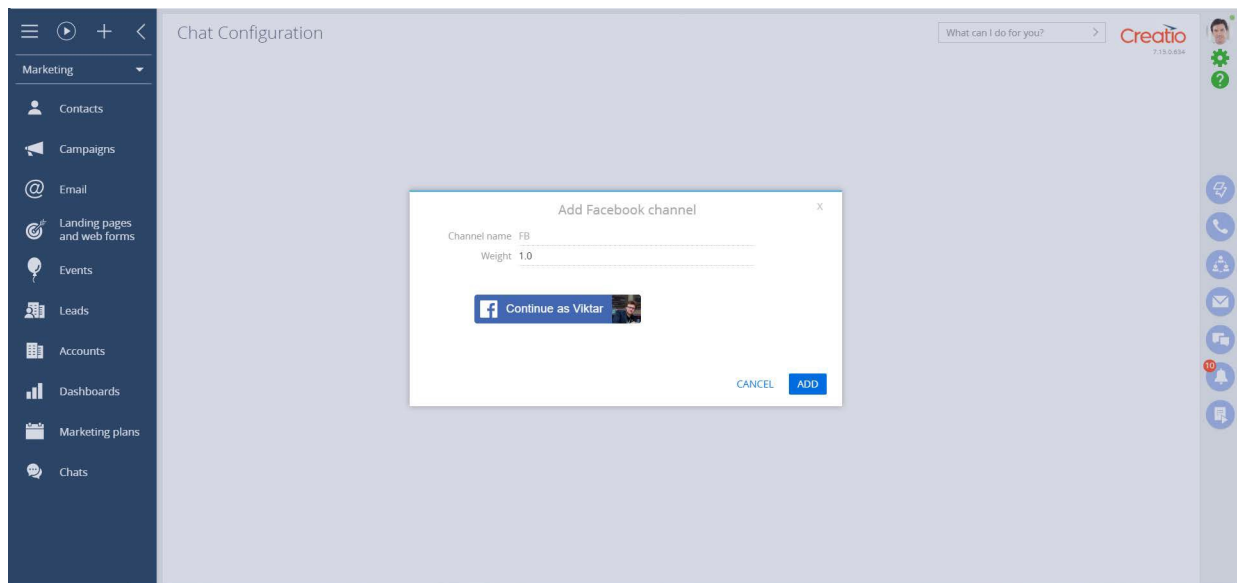


## Step 2. Adding a Facebook channel to the system

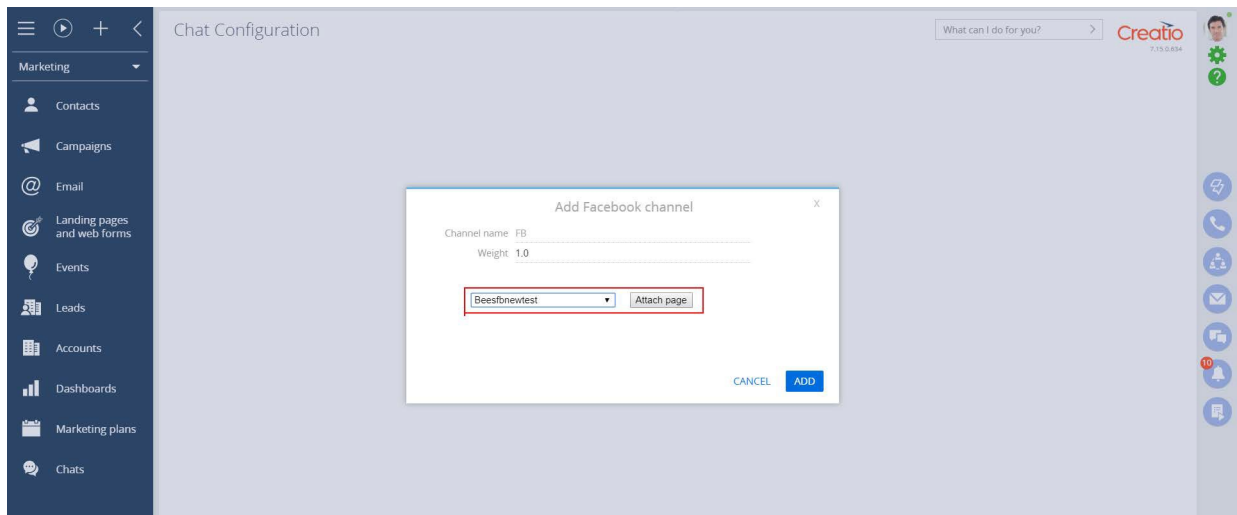
You should go to the section "Setting up chats" in the system. In the "Channels" tab, click on "+". Select Facebook in opened window.

Click "Continue with Facebook".



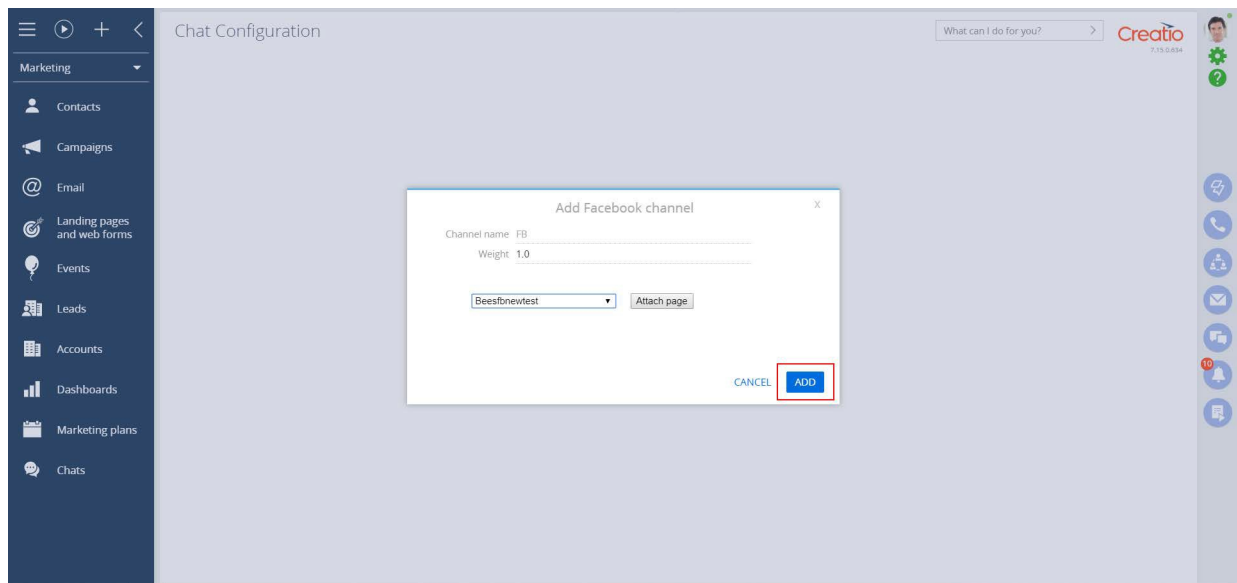


Select the necessary group from the list provided (1) and click the "Attach page" (2).



Fill in fields "Channel name" and "Channel weight, unit" (this parameter shows operators load).

Press "Add".



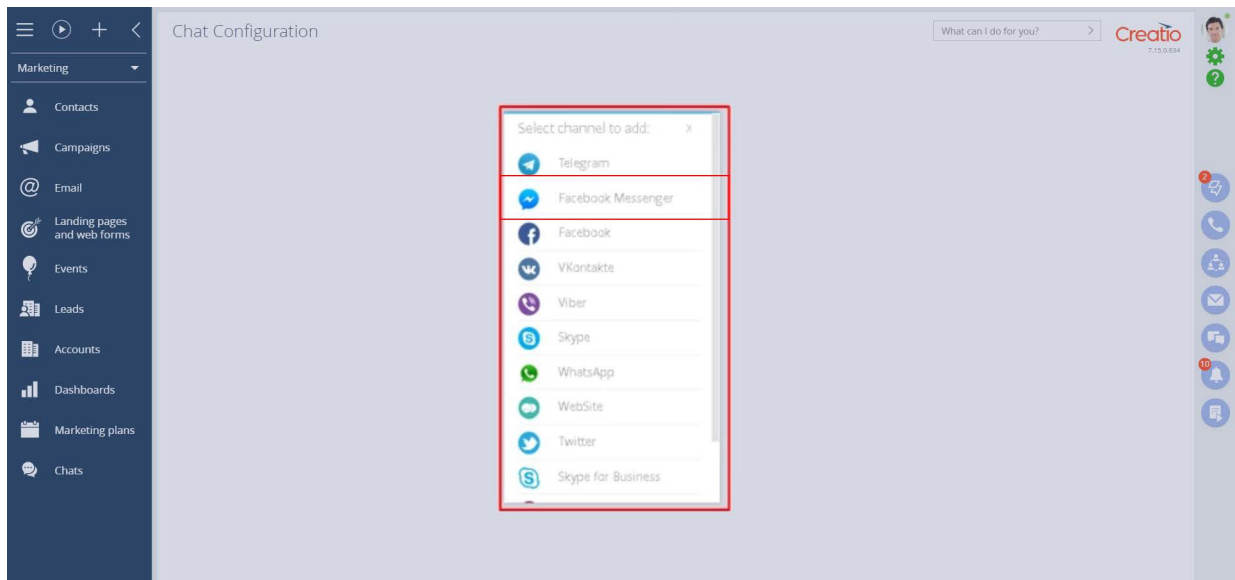
At this step, the adding of Facebook is finished and, after attaching this channel to the bot or operator, customers can write on your wall on Facebook.

Notice: Don't forget to add this channel to the operator (not to a chatbot).

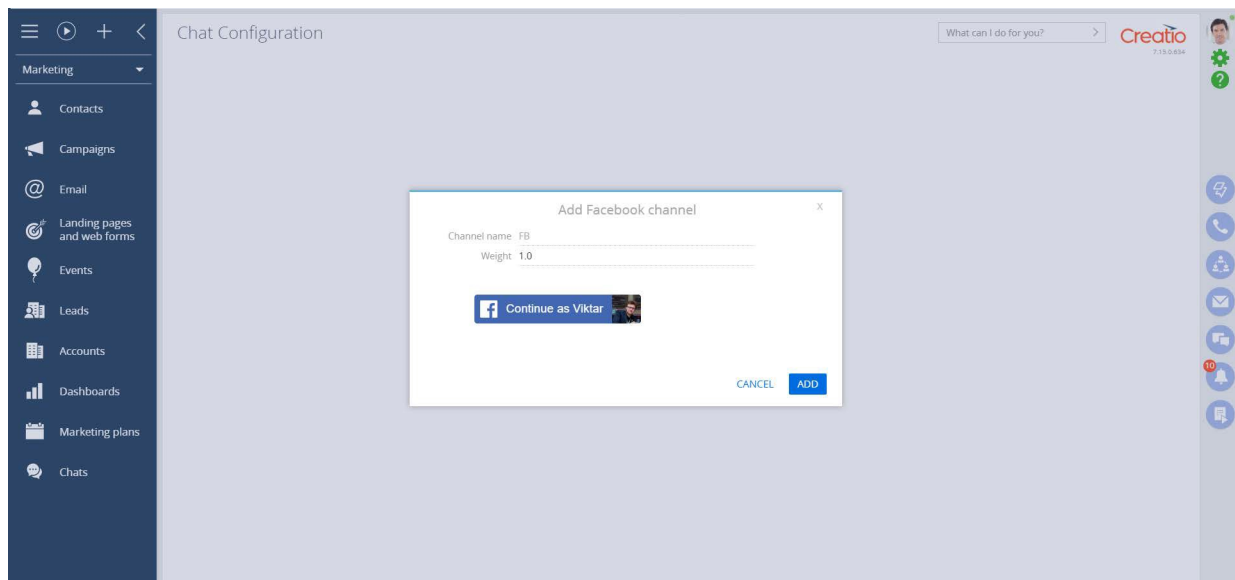


## Facebook Messenger

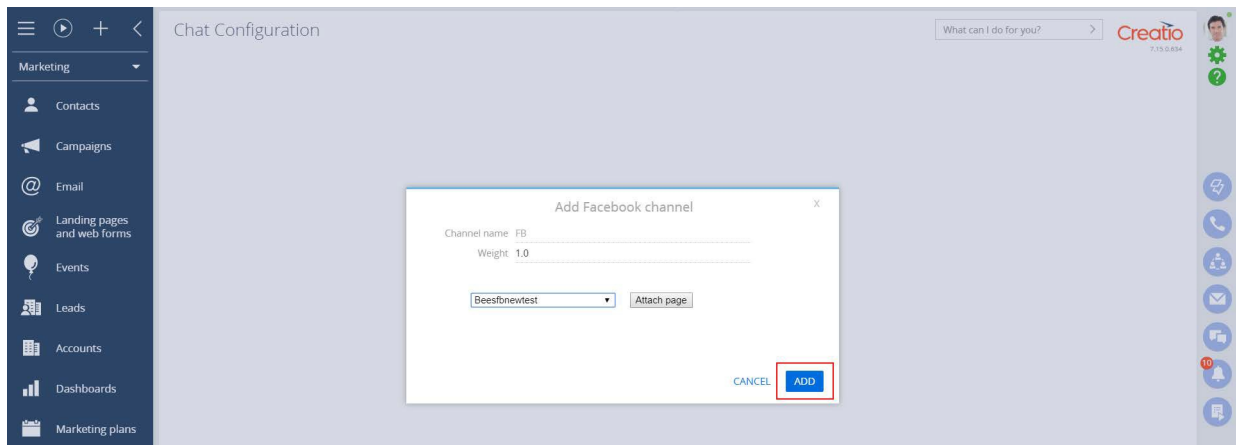
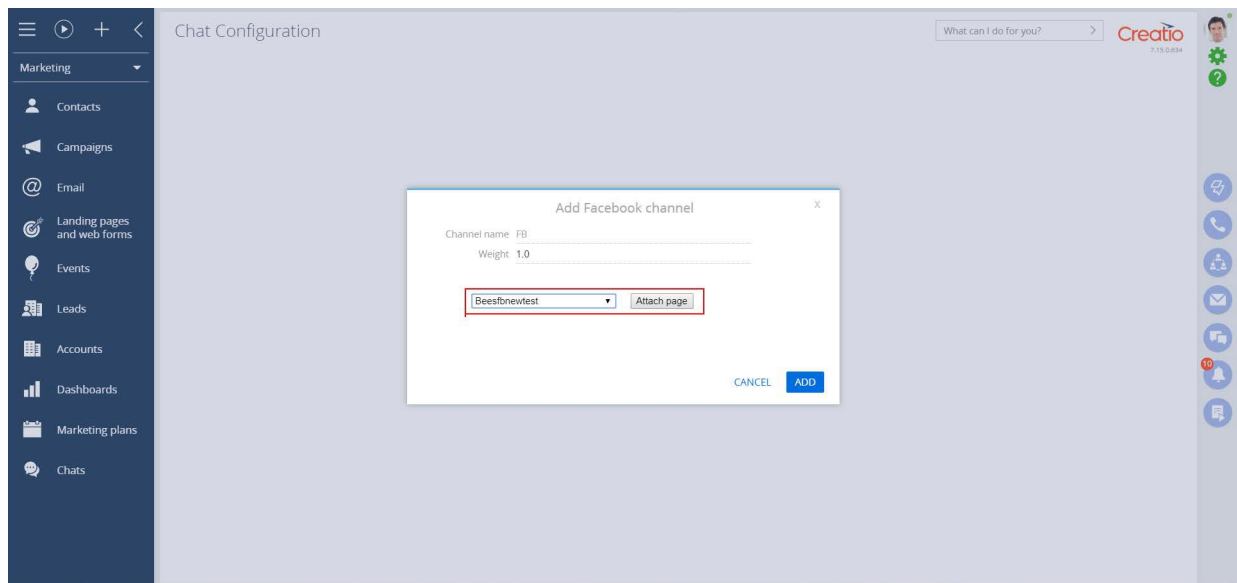
Connecting the Facebook Messenger to Beesender follow next steps. If you already have a community on Facebook, you should follow Step 2: Add a Facebook channel to the system. If not, start from Step 1.



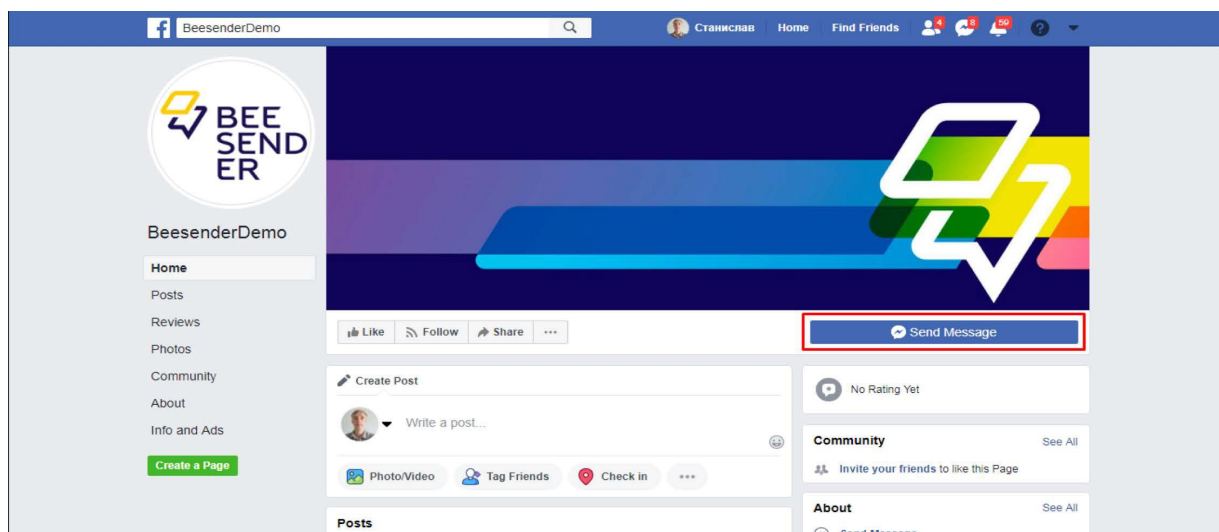
At this step, you should press the "Continue as..." button



Enter "Channel name" and "Channel weight, unit". Click "Attach page". Then click "Add".



At this step, the addition of Facebook Messenger is finished and, after attaching this channel to the bot or operator, customers can write messages from your page on Facebook Messenger.



### Important note

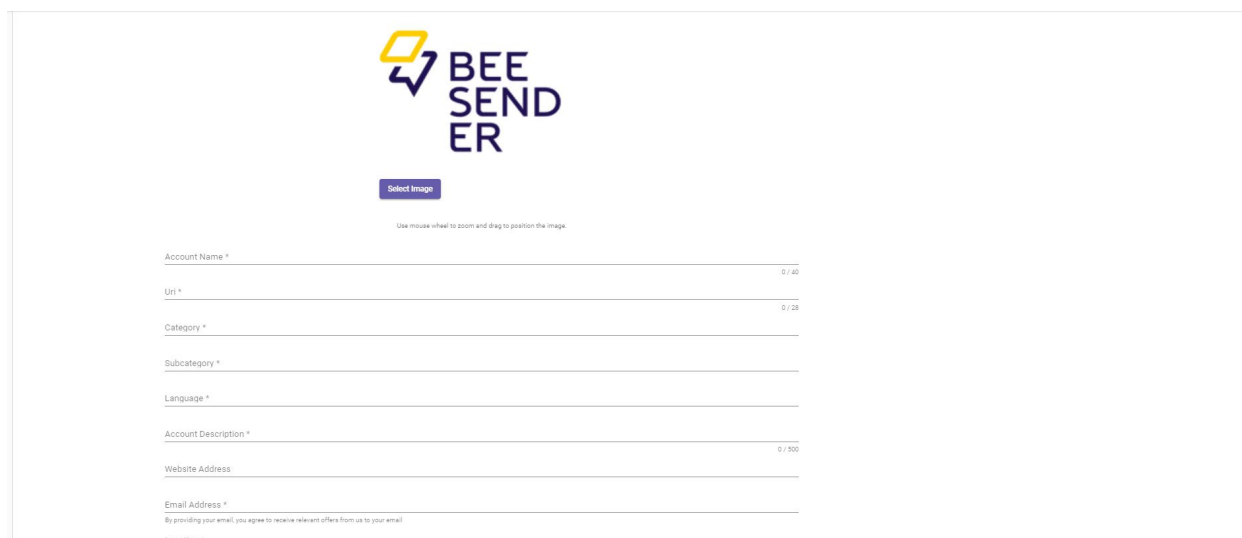


You need to remove country restrictions for group search ability and ability to write messages through messenger.

## Viber

In order to create a Viber channel, you must follow the link: **[https:// partners.viber.com/](https://partners.viber.com/)** enter your account (create if there is none).

Then a window will open in which you can create an account for your chatbot.

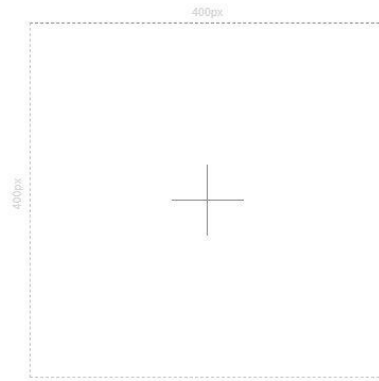


The screenshot shows the 'BEE SENDER' logo at the top, which consists of a yellow speech bubble icon and the text 'BEE SENDER' in blue. Below the logo is a 'Select Image' button. Underneath the button is a small instruction: 'Use mouse wheel to zoom and drag to position the image.' Below this is a series of input fields for creating a Viber channel: 'Account Name \*' (with a character count of 0 / 40), 'Uri \*' (0 / 28), 'Category \*', 'Subcategory \*', 'Language \*', 'Account Description \*' (0 / 500), 'Website Address', 'Email Address \*' (with a note: 'By providing your email, you agree to receive relevant offers from us to your email'), and 'Location \*'.

Next, fill in all the required fields:

Account Image	An avatar of this channel, that can be chosen by users (the recommended image size is 400 * 400 pixels, otherwise the system will also accept the picture, just stretch it or pick it up).
Account Name	The name of the channel that will be reflected by the user.
Uri	Channel identifier (is used to create a link to the channel).
Category	The category to which this channel belongs (it is necessary to choose a value from the drop-down list).
Subcategory	Subcategory, which is also selected from the drop-down list.
Language	The language that will be used for communication in the channel (you must select a value from the list).
Account Description	Description of the channel account and its activity.

Account Image \*



Use mouse wheel to zoom and drag to position the image.

Account Name \*

0 / 40

Uri \*

0 / 28

Category \*

Subcategory \*

Language \*

Account Description \*

0 / 500

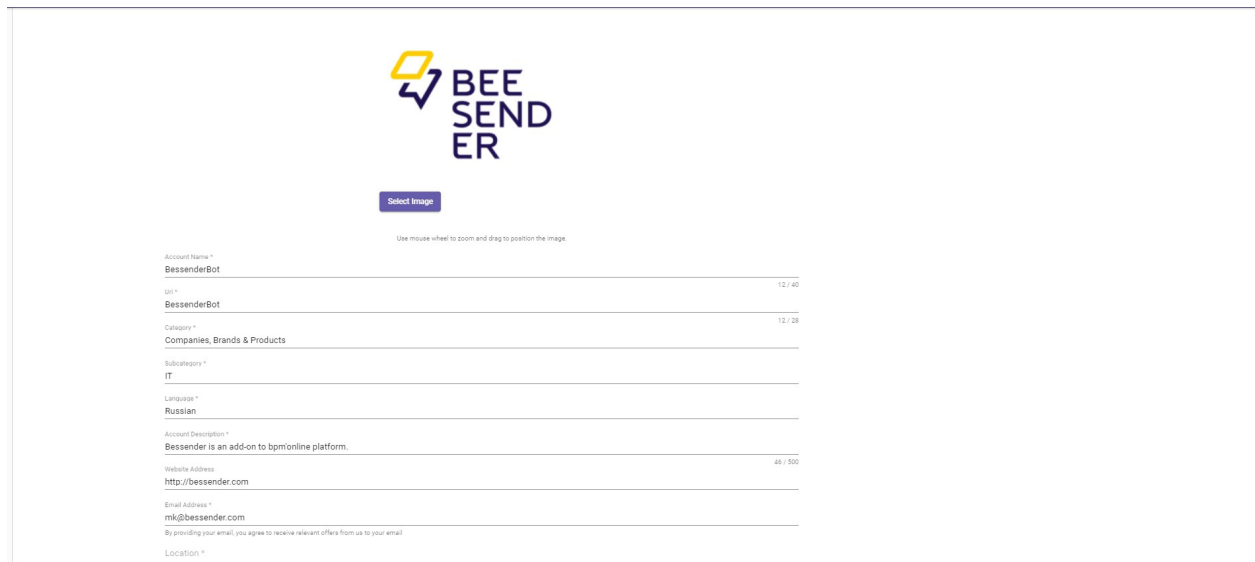
Website Address

Email Address \*

By providing your email, you agree to receive relevant offers from us to your email

Location \*

After filling in all the fields, you should save this account channel.



Select Image

Use mouse wheel to zoom and drag to position the image.

Account Name \*  
BessenderBot 12 / 40

Url \*  
BessenderBot 12 / 28

Category \*  
Companies, Brands & Products

Subcategory \*  
IT

Language \*  
Russian

Account Description \*  
Bessender is an add-on to bpm/online platform. 48 / 500

Website Address  
http://bessender.com

Email Address \*  
mk@bessender.com

By providing your email, you agree to receive relevant offers from us to your email.

Location \*

After that, a notification about the creation of the channel will appear, and a token will also appear (it will be necessary when this channel is added to the system). Copy the value of the token by clicking on the appropriate button.

Account created!

This is your private token. Use this token to connect to the Viber Chat API. [Learn more](#)

47998a1d4 [REDACTED] c32472f [Copy](#)

What's next?

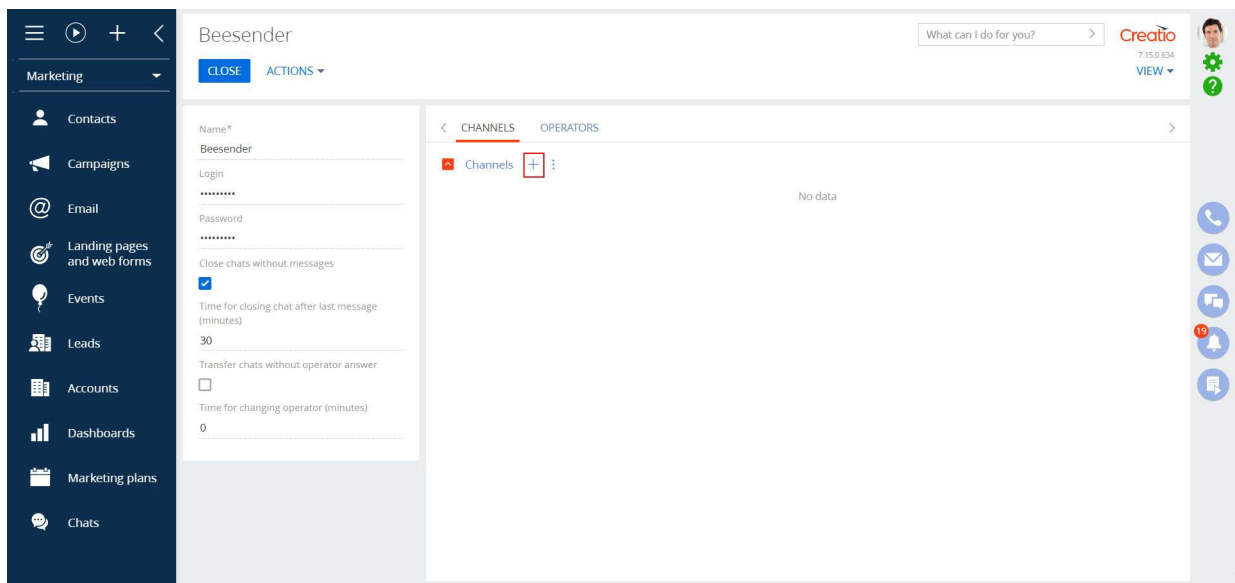
[See our Guide to getting started with your bot.](#)

Ready to publish your bot? [Read here](#)

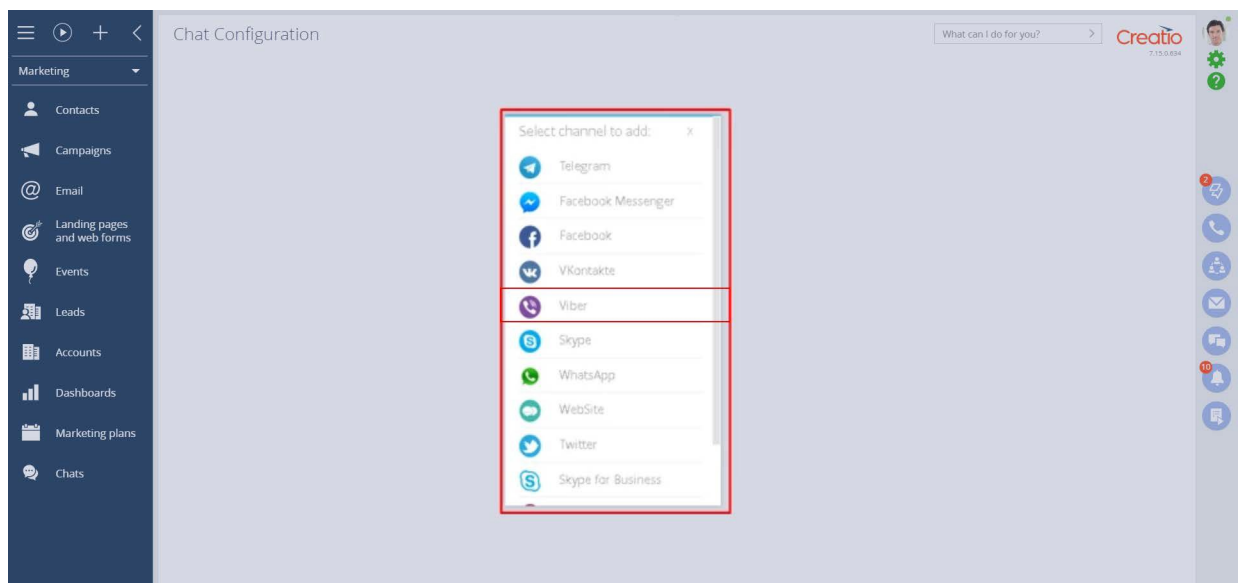
Documentation for [NODE.JS](#) | [REST API](#) | [JAVA](#) | [PYTHON](#)

Have a question? Join the discussion on Gitter - [NODE.JS](#) | [JAVA](#) | [PYTHON](#)

Now you need to go to the "Set up Chats" in the system designer and click on the "+" button in the "Channels" details.



A list of all possible channels will appear. You must select "Viber".



Next, a window will open, in which there are only 3 fields that should be filled in:

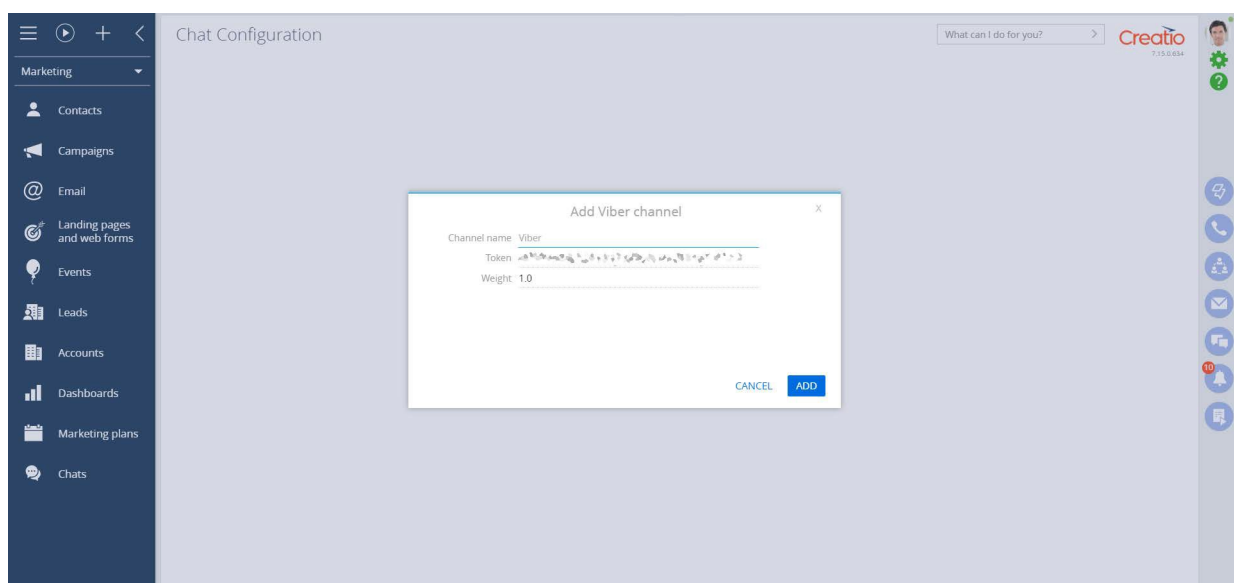
Channel name	The easiest way to name a channel according to its type (for example, "Telegram" or "Viber", if there are several channels with the same type, you can add a sequence number to each of them). You can give arbitrary names to channels.
Token	The value that was previously received from Viber.

Channel weight	Unit of chat weight. This parameter is required to adjust the load on the operator.
----------------	---

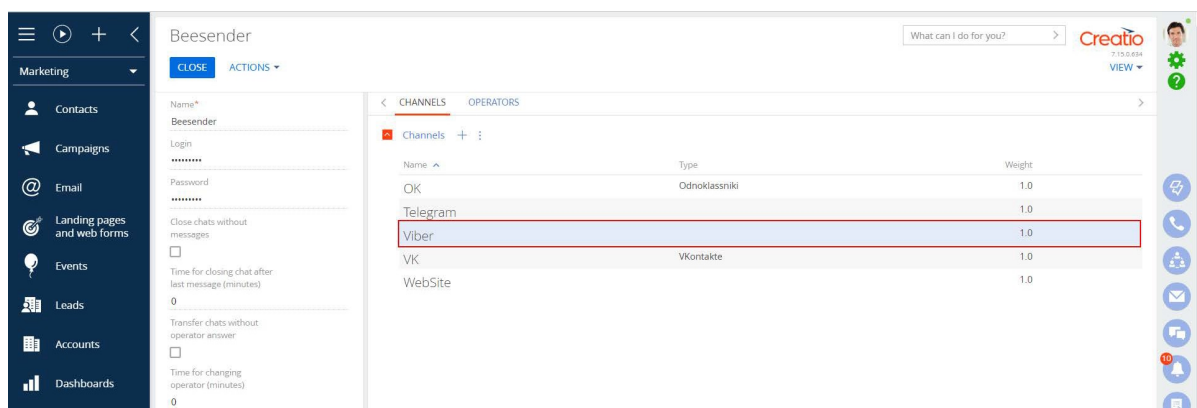
Thus, Operator can cope with two channels:

- Viber and Skype (2+3)=5
- or with Telegram and Skype (1+3)=4 (<5)
- or with Viber and Telegram (2+1)=3 (<5)
- but not with all of them at the same time 2+1+3=6 (>5)

Viber has a weight of 2, Telegram - 1 and Skype - 3. - Operator has a weight of 5

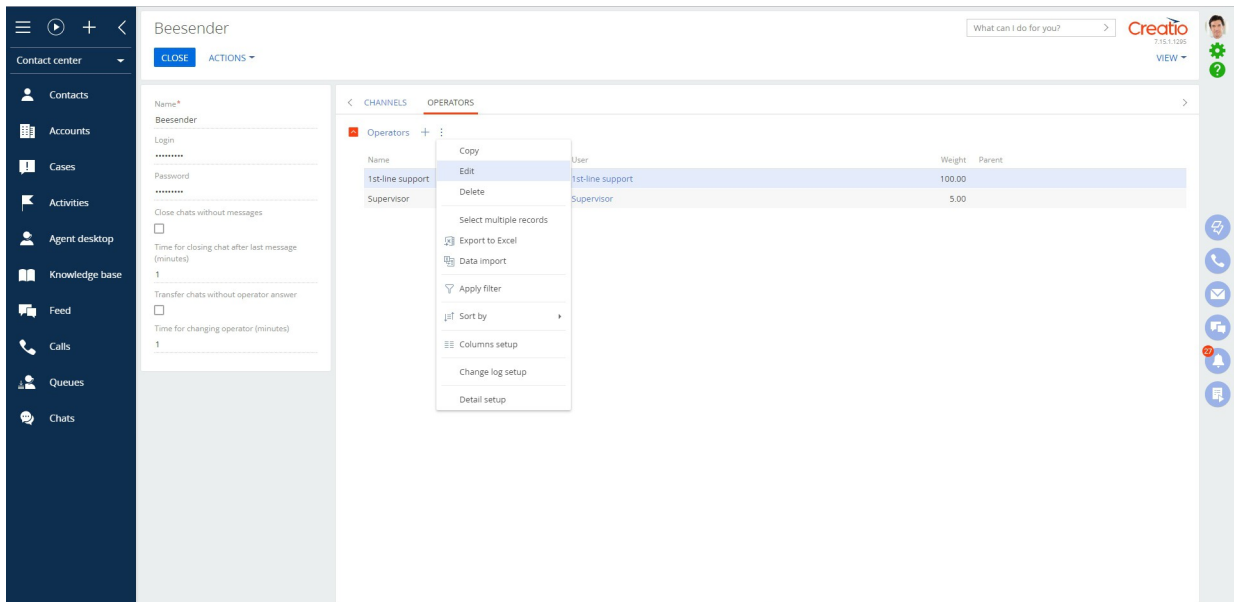


After clicking on the "Add" button, this channel will appear in the channel list. At this channel setup is almost complete.





You just have to remember to add this channel to the operator who will work with it. (Multiple operators can work with the same channel.) You need to go to the "Operators" tab and click on the "Edit" button in the menu of the preferred operator (or bot).



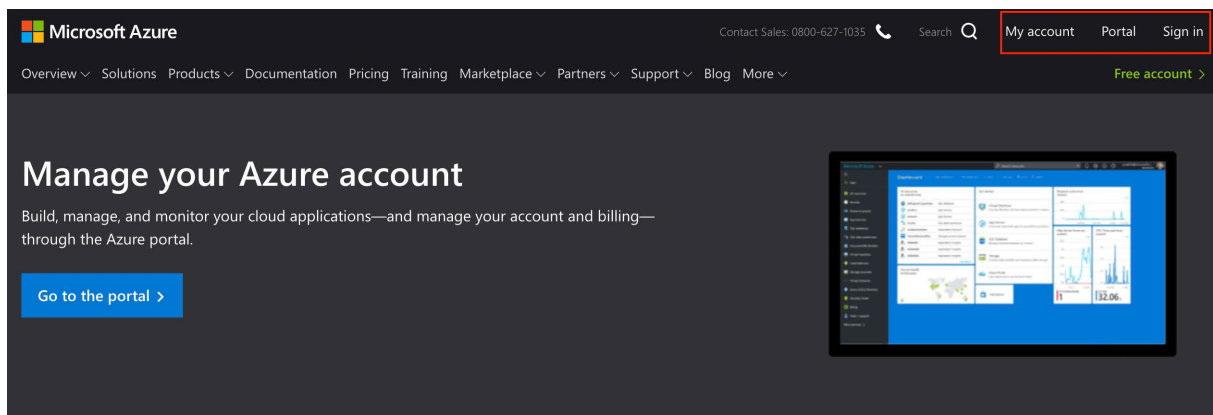
Next on the page of the selected operator you need to add a new channel.

This completes the Viber configuration.

To create a link to a channel, copy the Uri of the channel you created and paste it in place of the following link instead of Uri: **viber://pa?chatURI=Uri**

## Skype

1. Create Microsoft account to get access to Azure (if you don't have one). You can create account here: <https://azure.microsoft.com/en-us/free/> . One of the steps during registration is to choose your payment method, so choose Pay-As-You-Go. In this case you will pay only for using paid services. But creating according for this scenario is free.
2. Log in with your account in Azure.

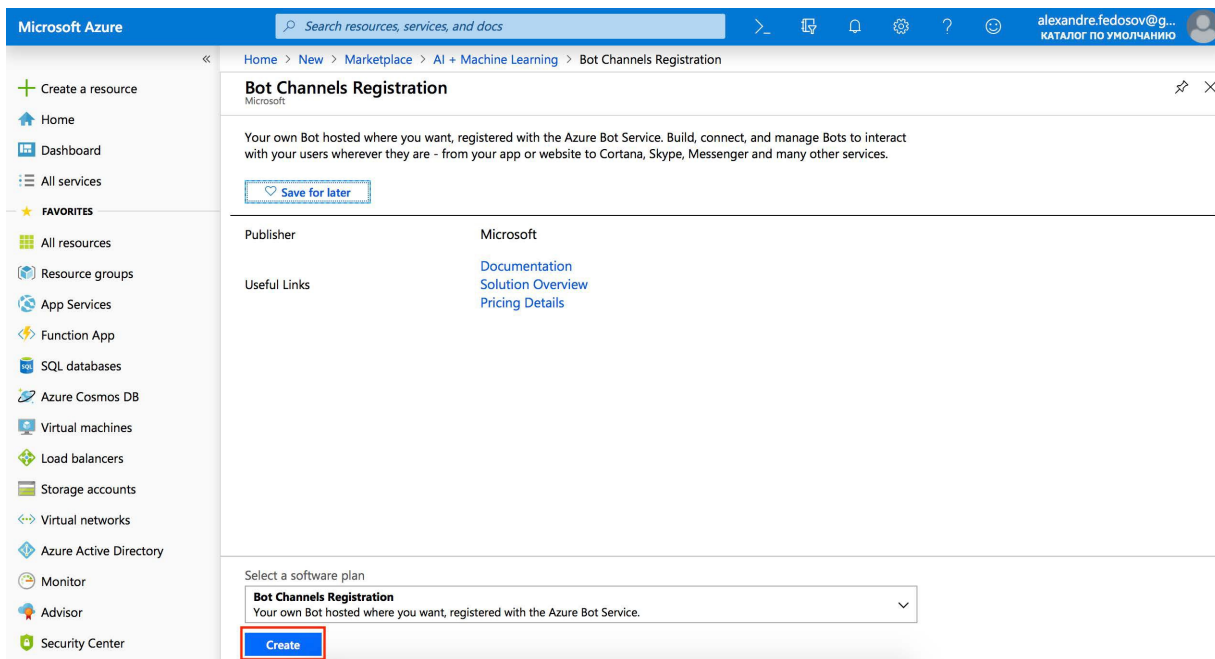
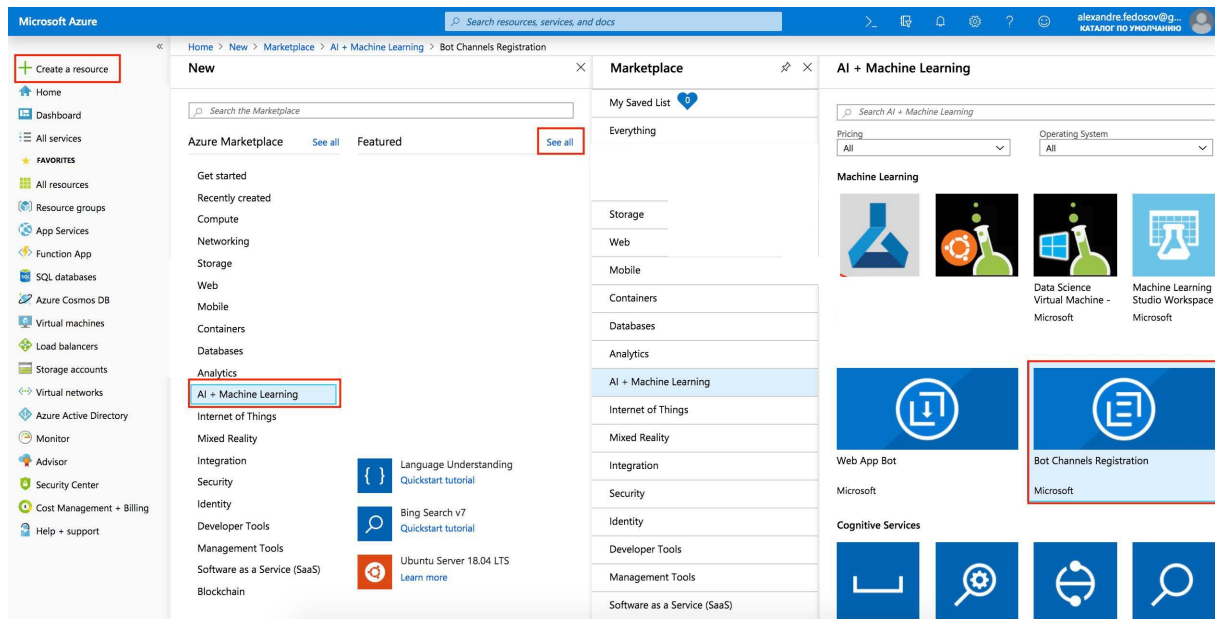


Stay up to date with your account

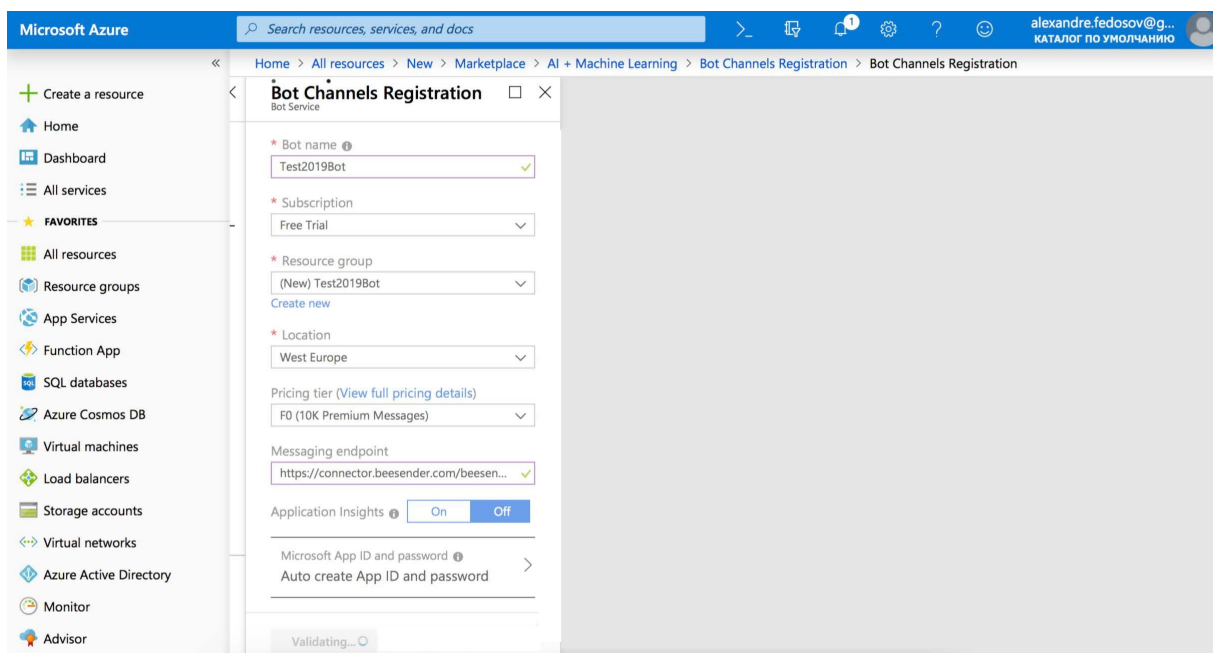


Chat live with an agent

3. Choose "Create a resource" - "AI + Machine Learning" - Choose Show "All options" and find "Bot Channels Registration" - "Create".



4. After choosing "Create", "Bot Channels Registration" window appears where you should fill in the information fields:

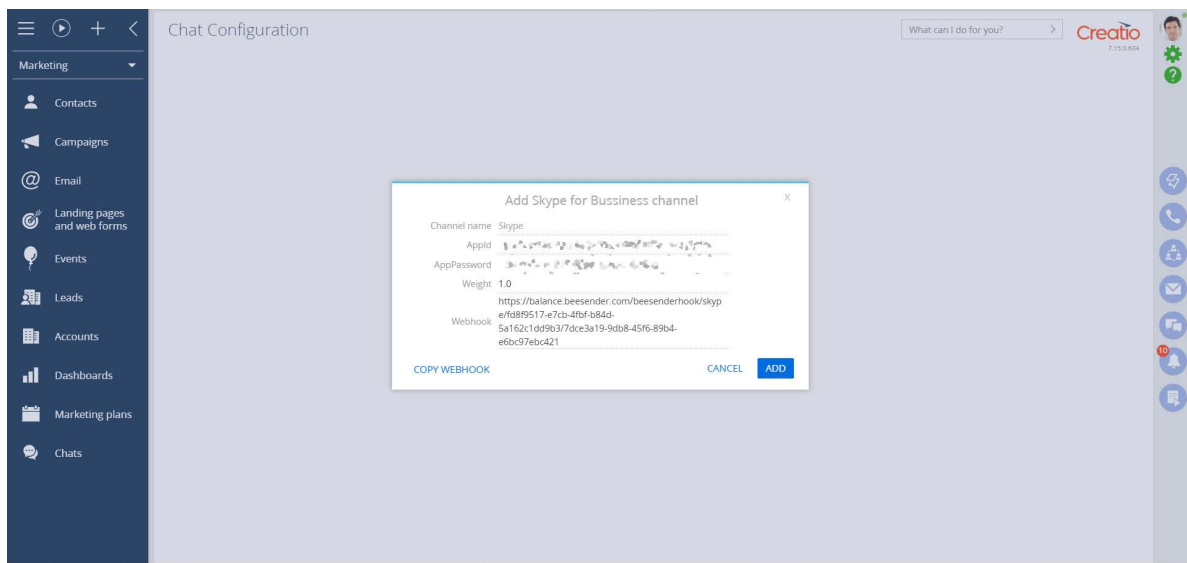


The screenshot shows the Microsoft Azure portal interface for creating a Bot Channels Registration. The left sidebar contains navigation links such as "Create a resource", "Home", "Dashboard", "All services", and "FAVORITES". The main content area displays the "Bot Channels Registration" form with the following fields:

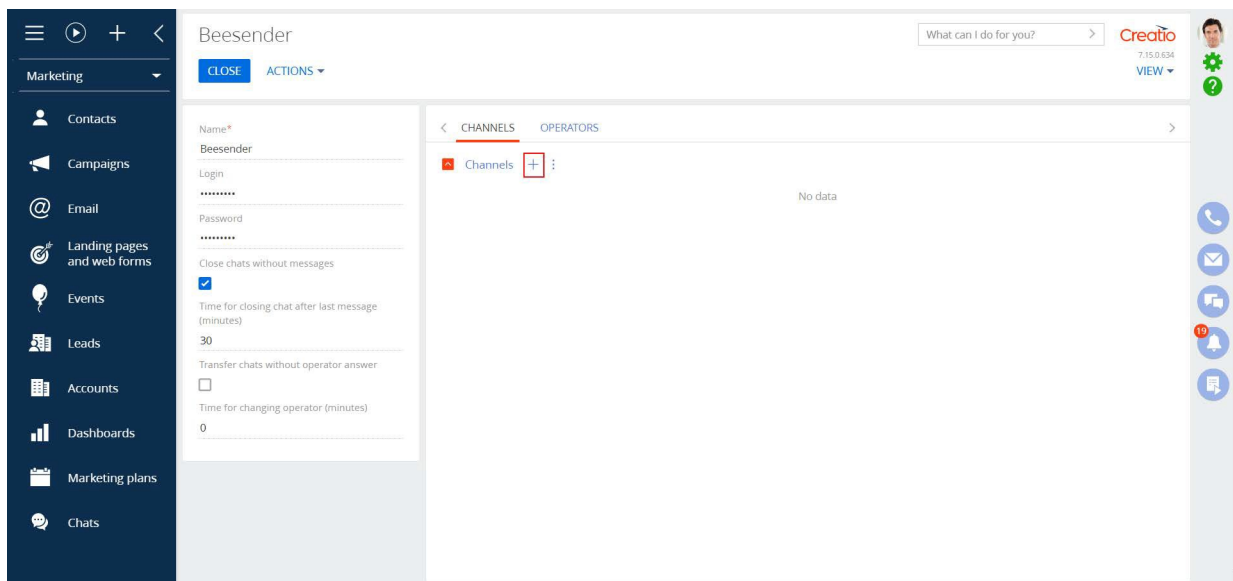
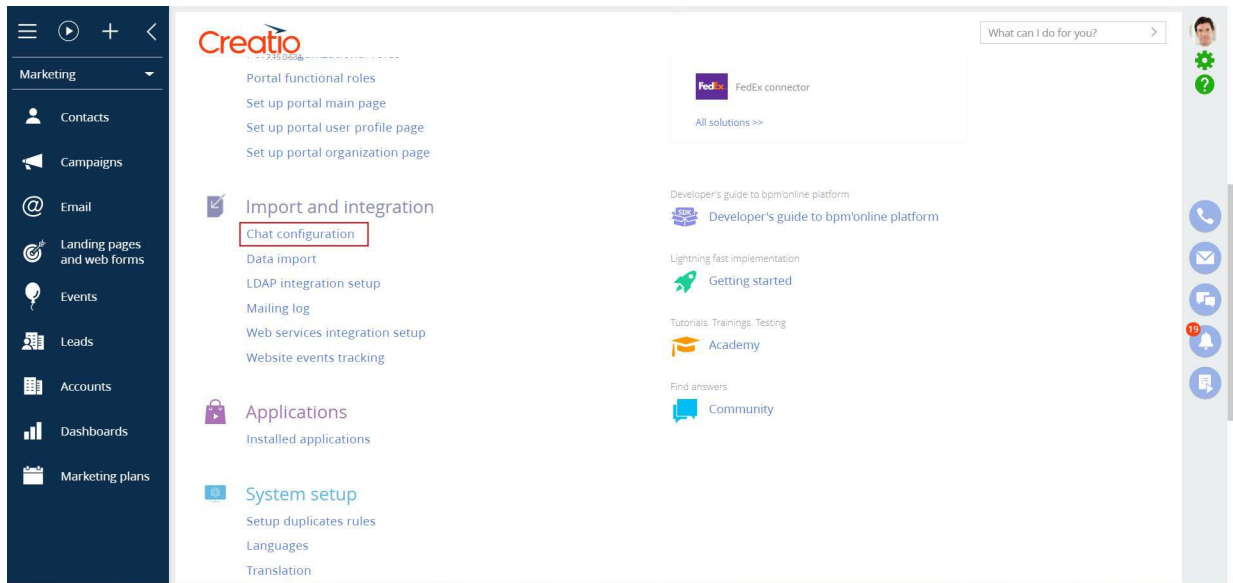
- Bot name:** Test2019Bot (with a green checkmark)
- Subscription:** Free Trial (dropdown menu)
- Resource group:** (New) Test2019Bot (dropdown menu, with a "Create new" link below)
- Location:** West Europe (dropdown menu)
- Pricing tier:** P0 (10K Premium Messages) (dropdown menu, with a link to "View full pricing details")
- Messaging endpoint:** https://connector.beesender.com/beesen... (with a green checkmark)
- Application Insights:** On/Off toggle switch (set to "On")
- Microsoft App ID and password:** Auto create App ID and password (with a right arrow)

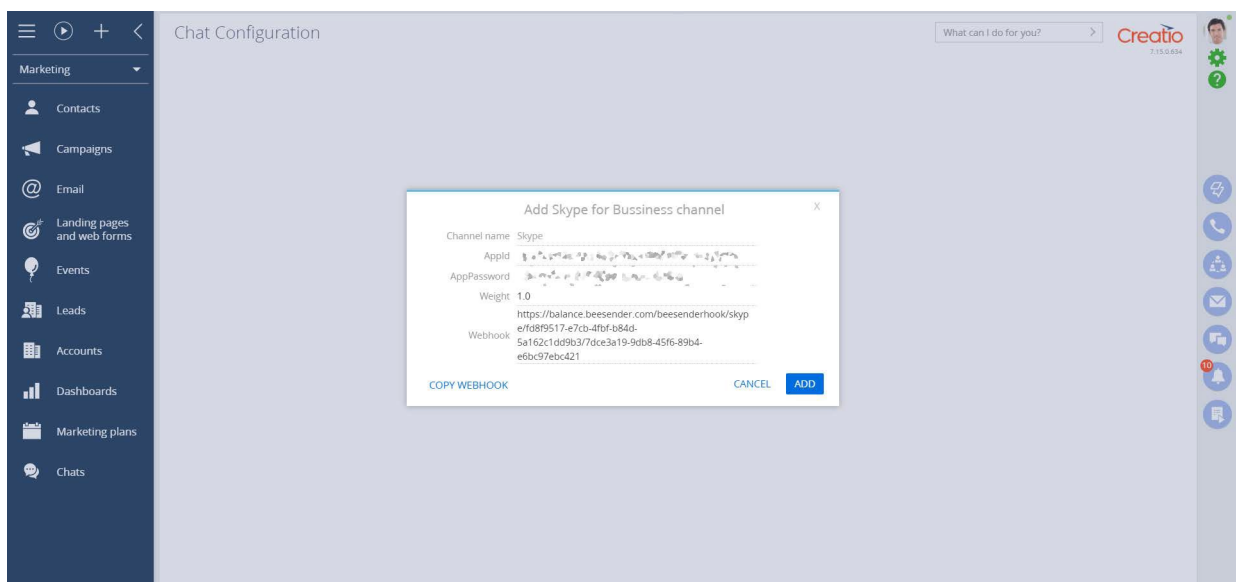
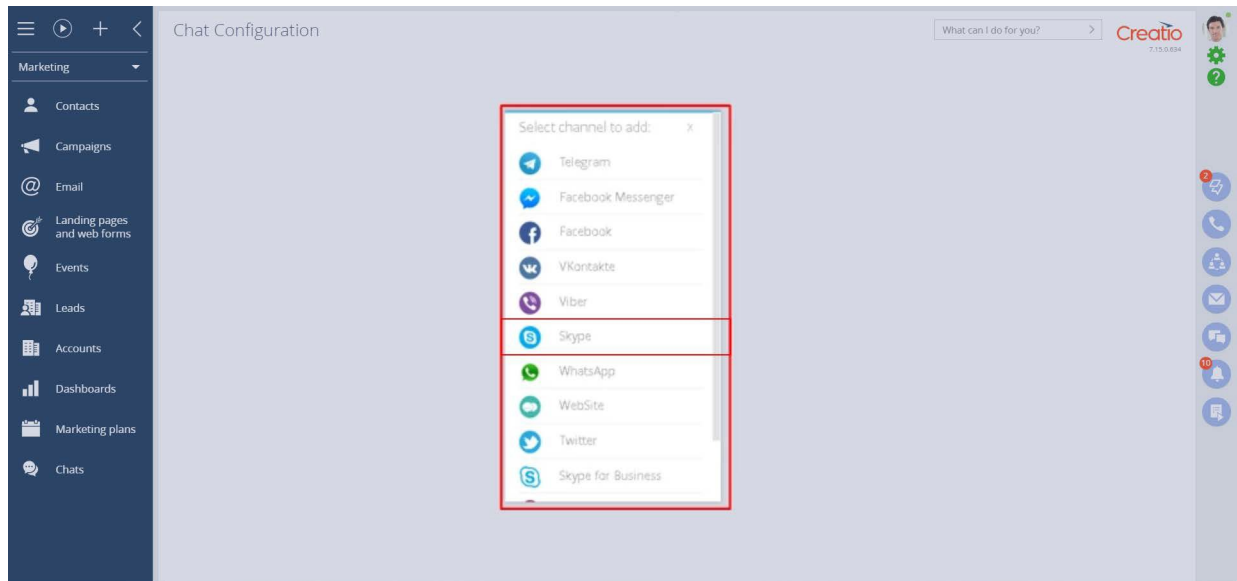
At the bottom of the form, there is a "Validating..." status indicator.

You can get "Messaging endpoint"(webhook) during channel creation in Creatio.

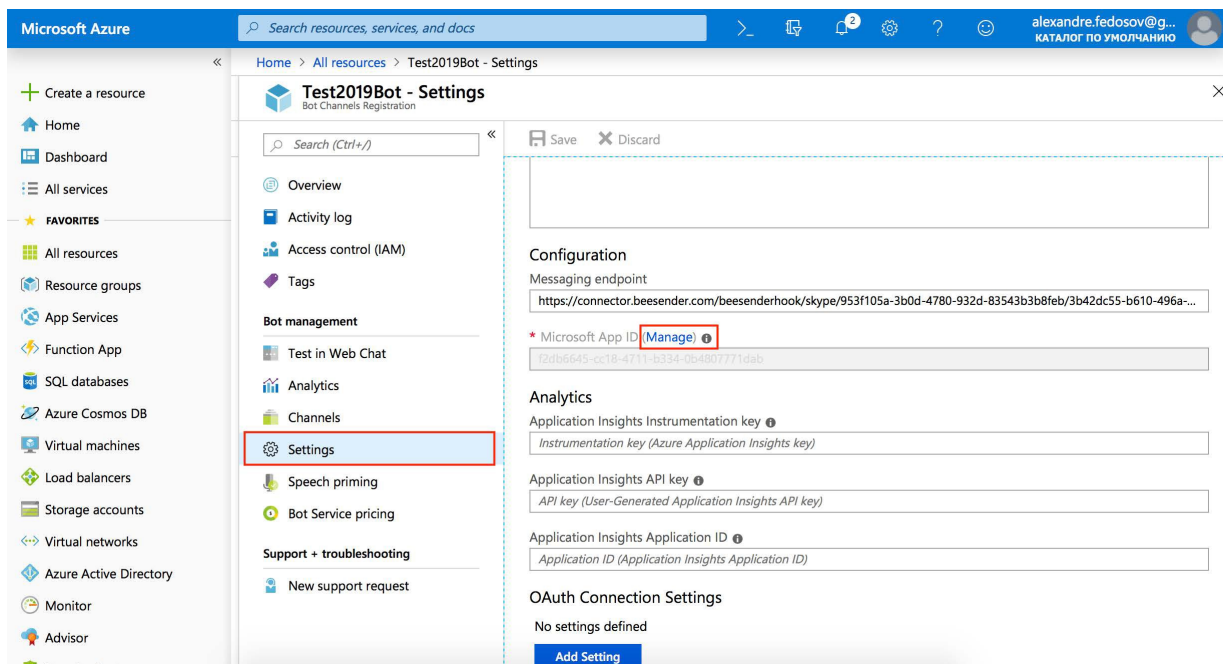


## Steps to create channel in Creatio:

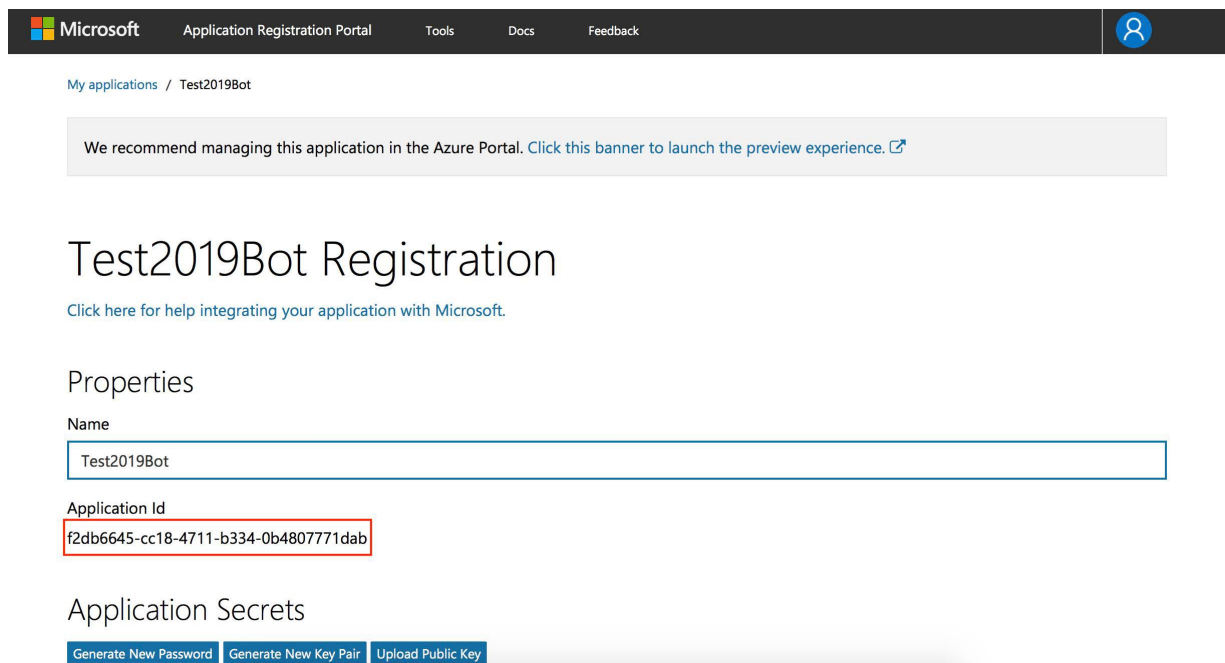




5. Now you need to get your AppId and AppPassword of created Bot.



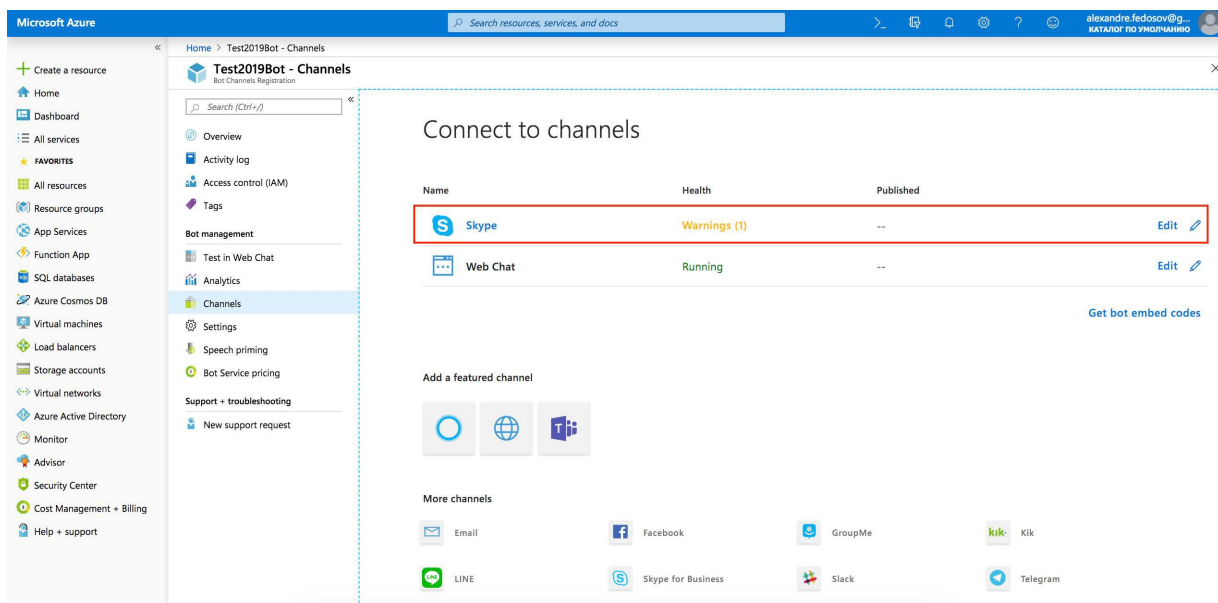
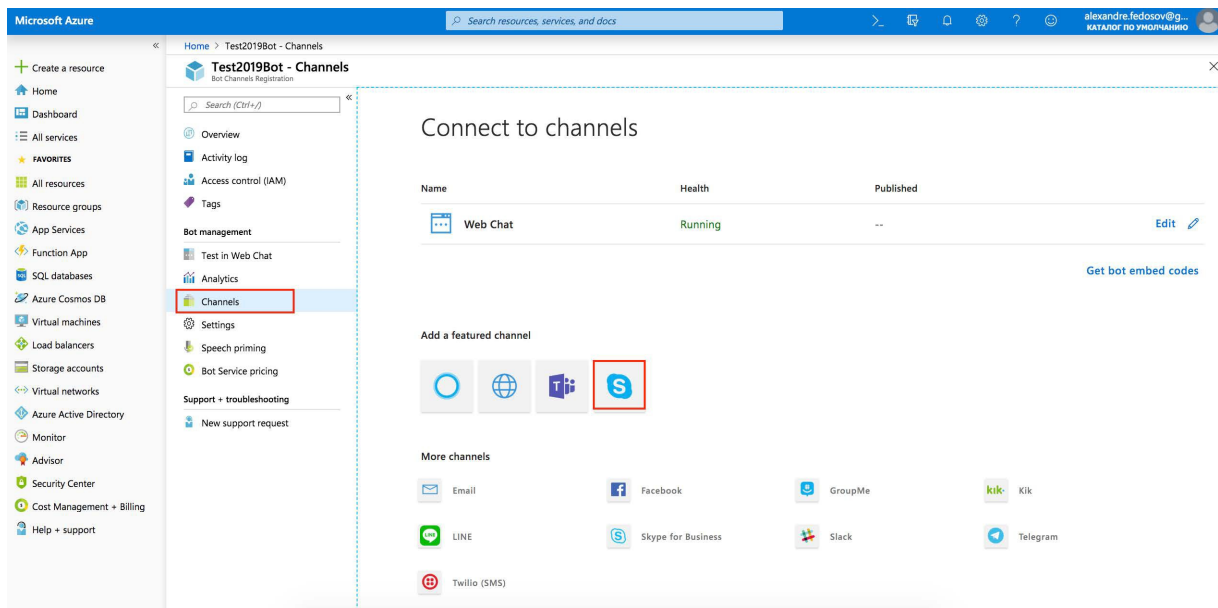
A new window appears, where you probably need to log in again. After entering password you will see application managing window.



To get AppPassword press "Generate New Password". Save this password.



6. Next, add bot to the Skype channel in Azure and press "Save". New channel will be created.



Choose "Skype" blue button to get your bot link.

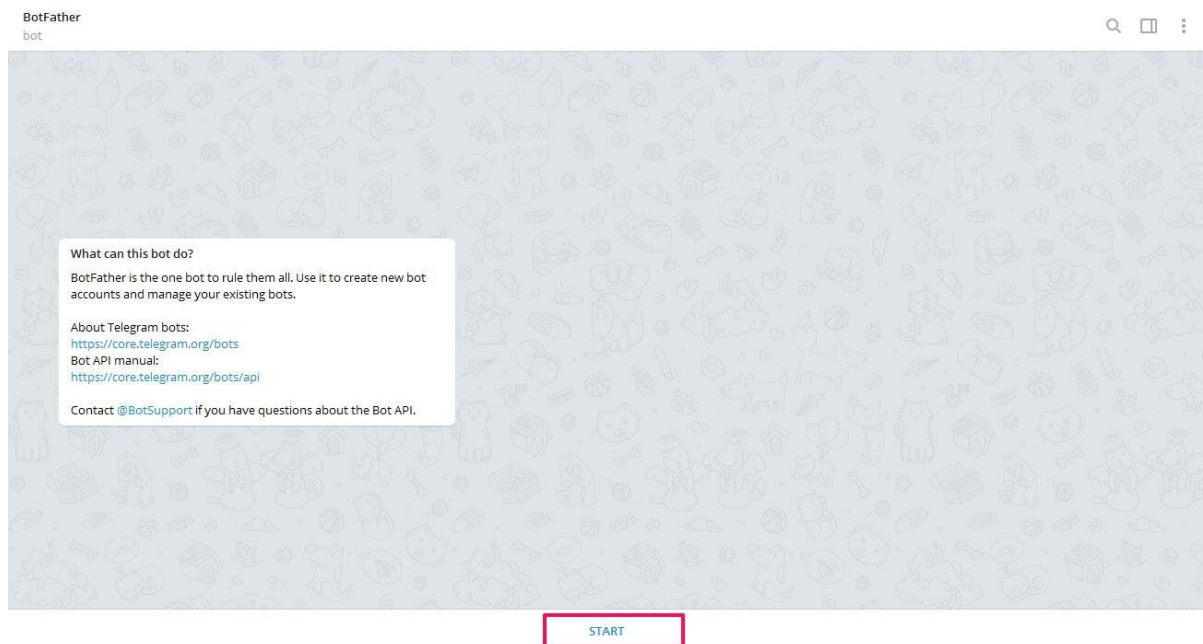
7. Use your AppId and AppSecret in Creatio during adding Skype channel, channel weight and press "Add" button.

# Telegram

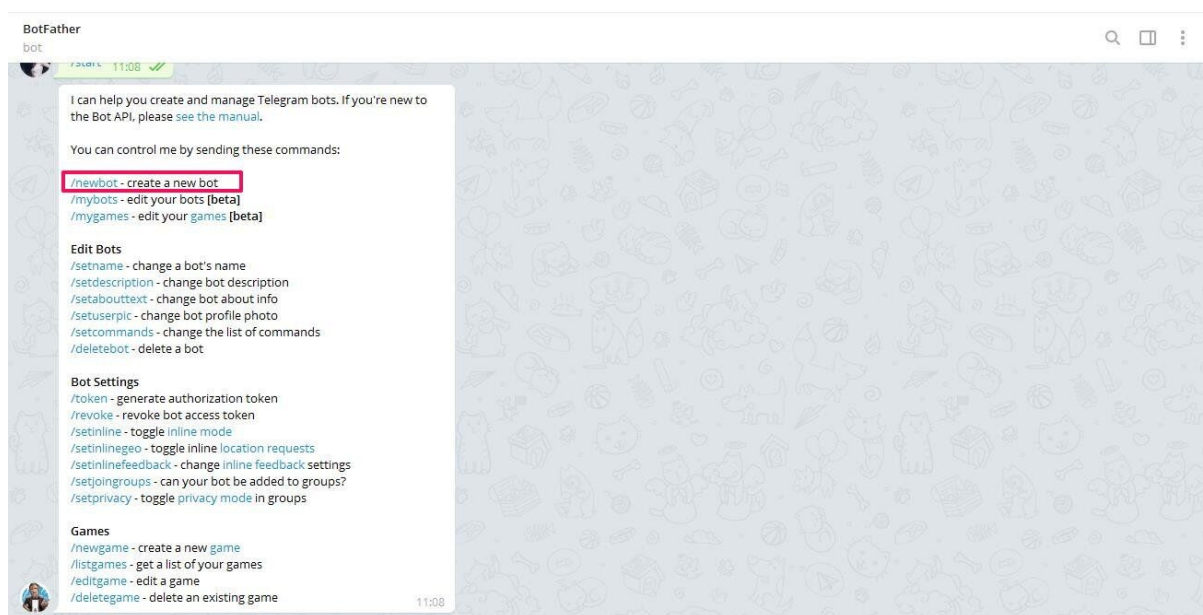
## Step 1. Creating a Telegram bot account

In order to create a new account for a bot in Telegram, you must go to the Telegram application and find @BotFather in it.

In this channel, you should click on the "Start" button.



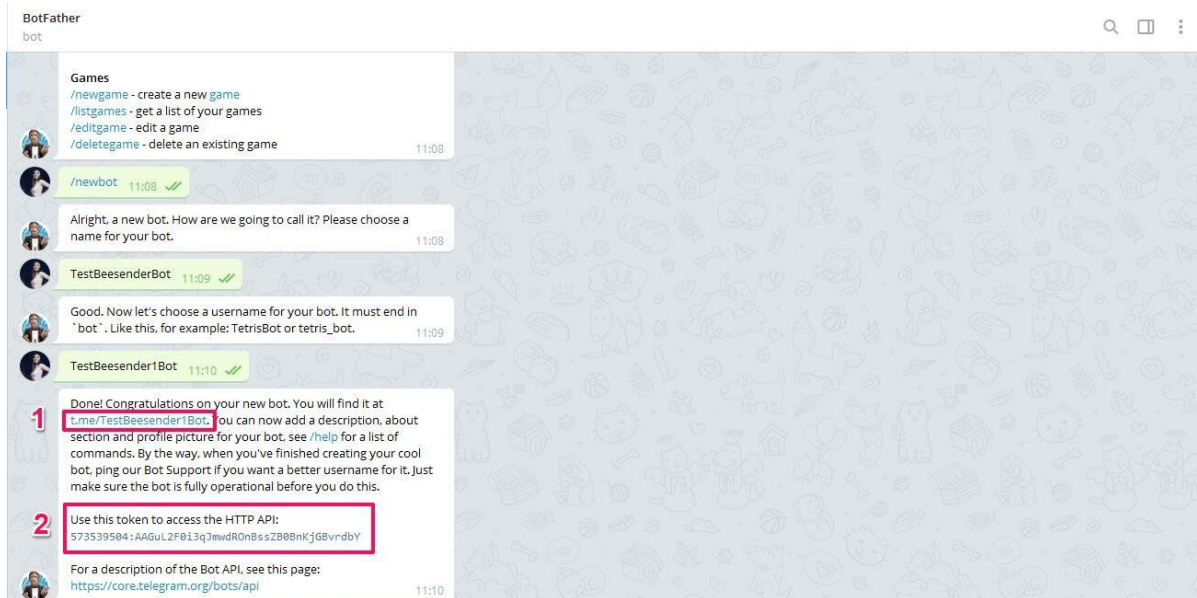
The bot will offer a list of various commands. In order to create a new bot, you must click on the **/newbot** command or type this command in the input field.



Next you must first enter the name of your bot, then its username (which must end in bot). "Username" is used to create a link to the bot.

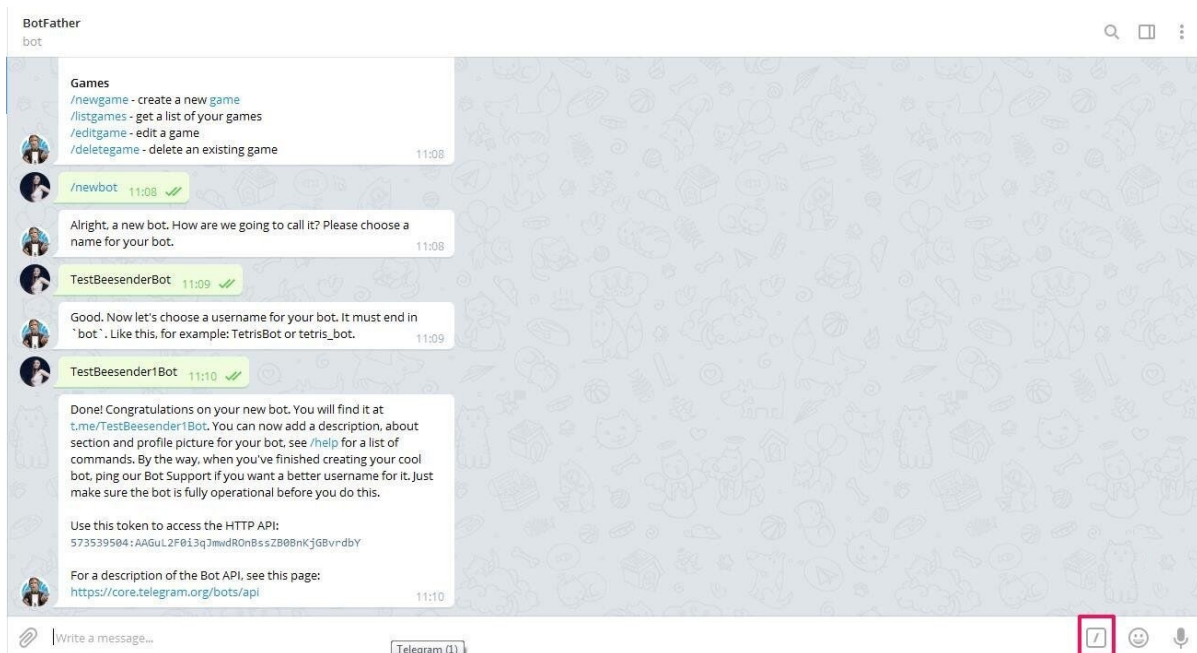
After filling in all the fields, a message will be received with reference to this bot (1) and its token (2).

This token will need to be used when adding a Telegram channel to the system (Step 2. Adding a Telegram channel to the system).

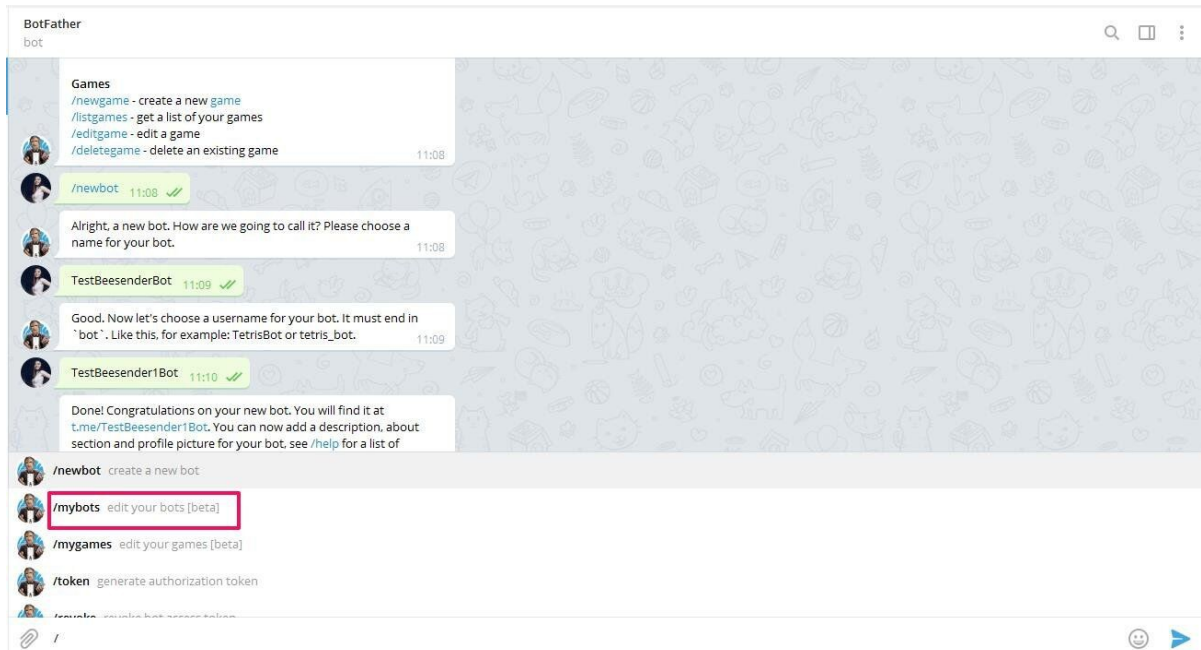


Now bot is created.

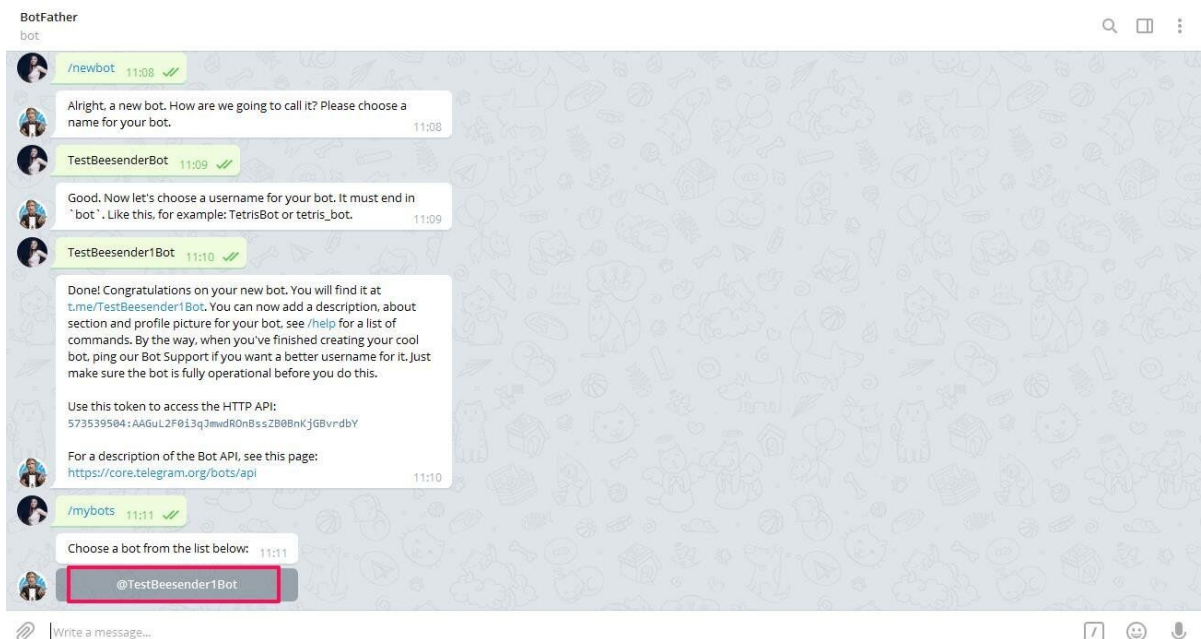
However, it is possible to view or correct some information of the bot. To do this, click marked button on the screenshot or enter "/" in the input field.



After that, you need to select the command "mybots" from the proposed list. It is also worth paying attention to the fact that this list has the "newbot" command, which can be used in the future to create new bots.



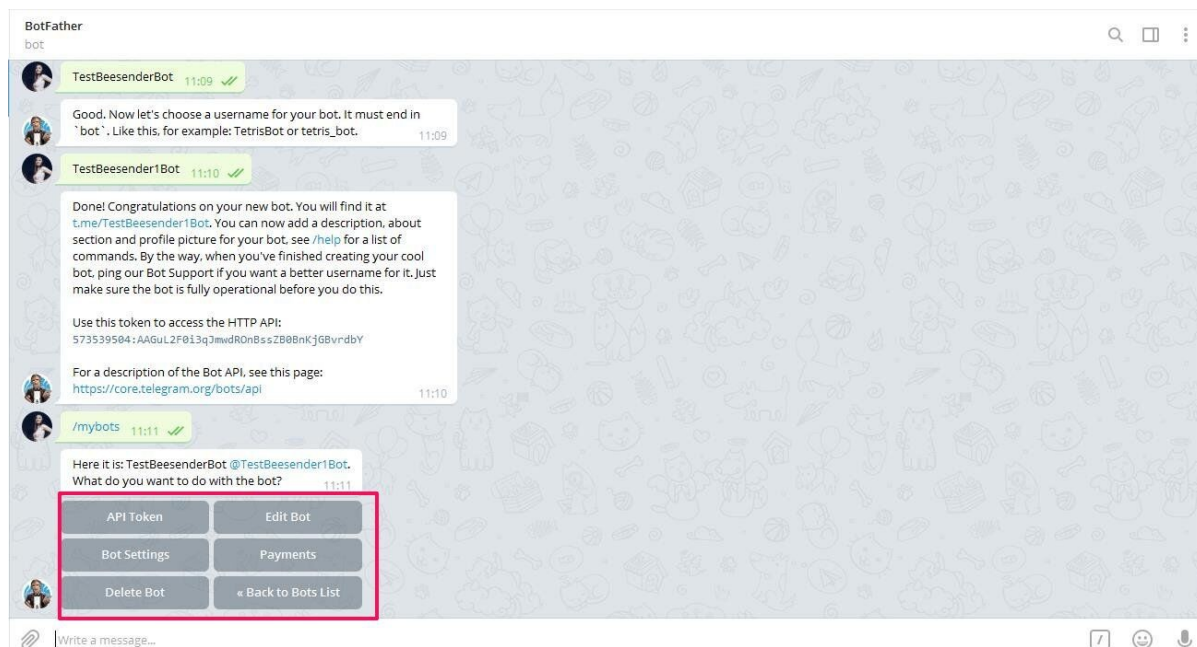
After calling the "mybots" command, a list of the bots you have created will appear and you will need to click on the one you need to start changing or viewing any information from this bot.



In the appeared menu select one of the proposed buttons:



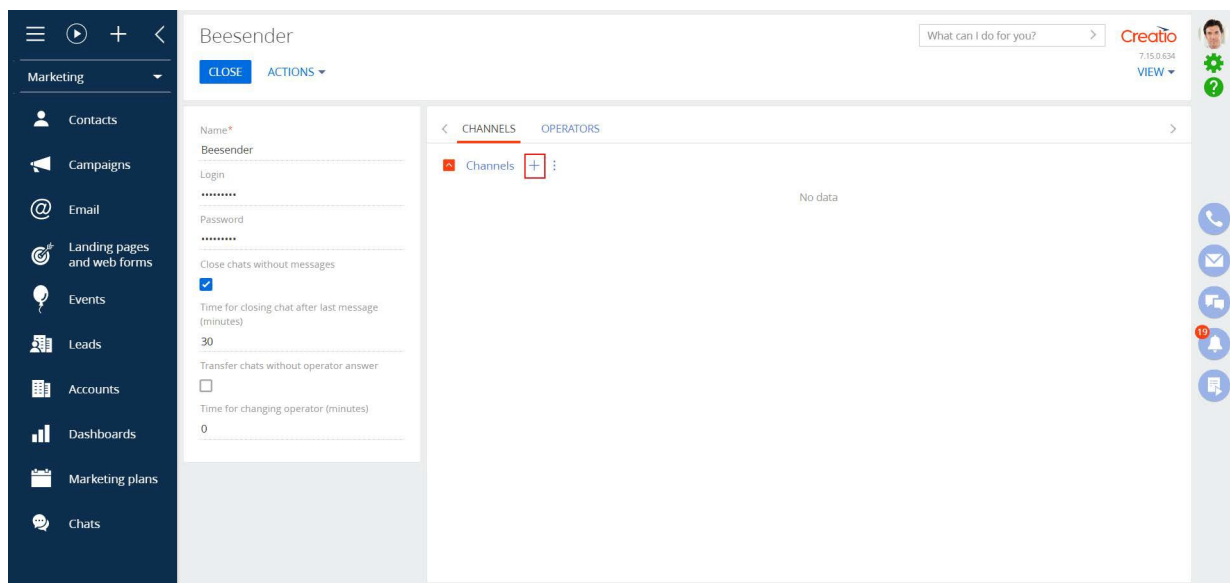
API Token	allows you to view the token of the bot, as well as withdraw it when necessary.
Edit Bot	the ability to change some information of this bot (name, image of the bot account, etc.).
Bot Settings	bot account settings.
Payment	binding payments for the bot.
Delete Bot	remove the bot.
<<Back to Bots List	return to the list of created bots.



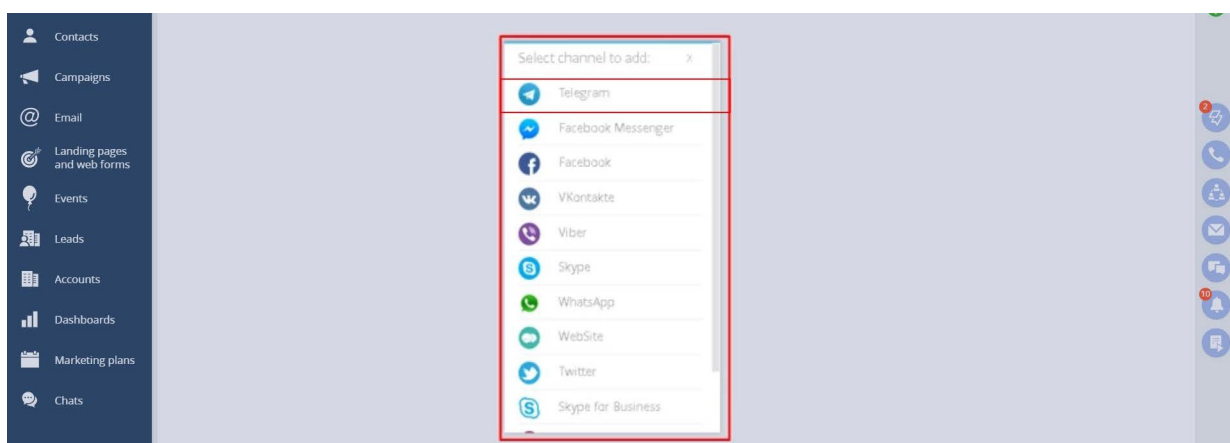
## Step 2. Adding a Telegram channel to the system.

In order to add a channel to the system, you need to go to the section "Setting up chats" in the "System Designer".

Next, you need to click on the "+" in order to add a new channel.



Then select the Telegram channel.



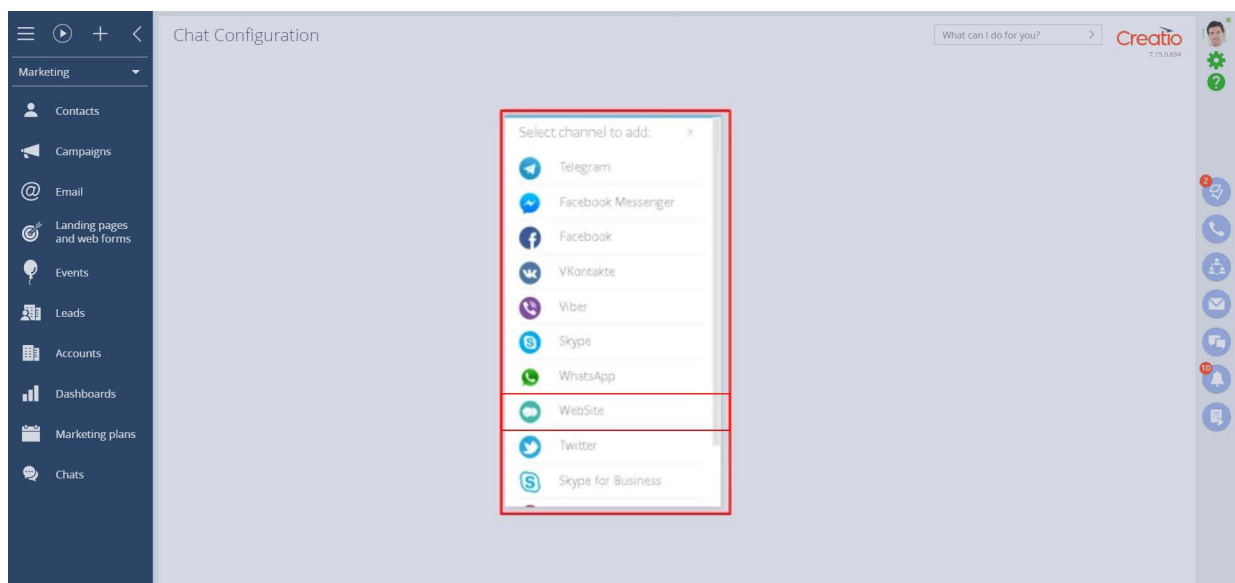
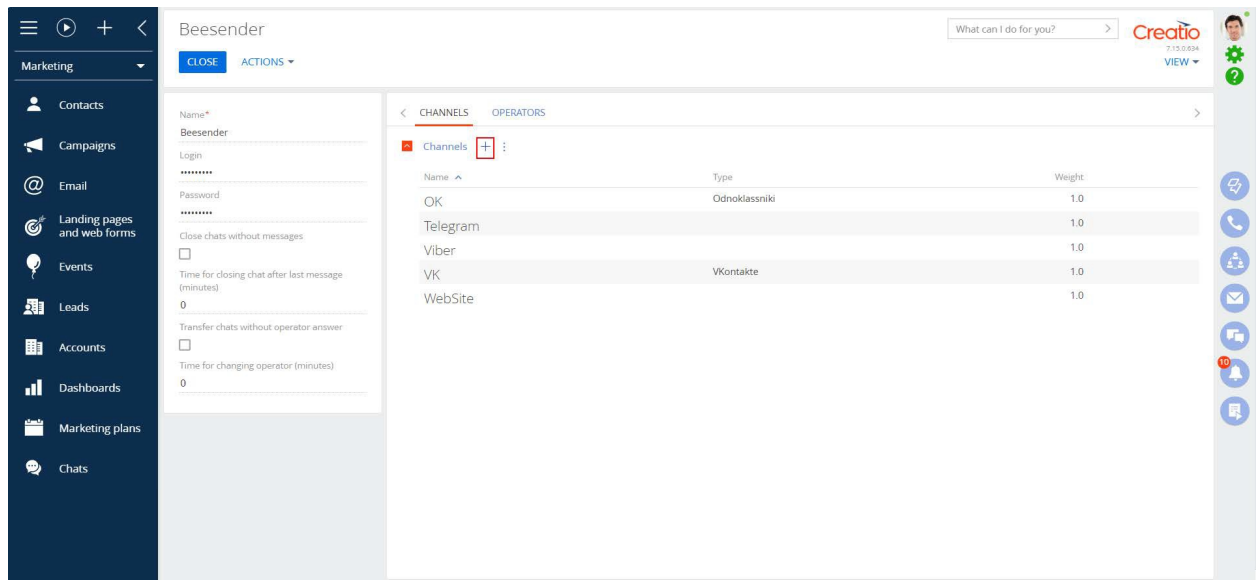
Fill in the following fields:

Title	this field can be arbitrary.
Token	token is issued on the side of the messenger / social network. (The receipt has been described above.)
Weight	is the weight unit of the chat. This parameter is required to adjust the load on the operator.

**Notice: You must attach this channel to any operator or bot!**

## WebSite

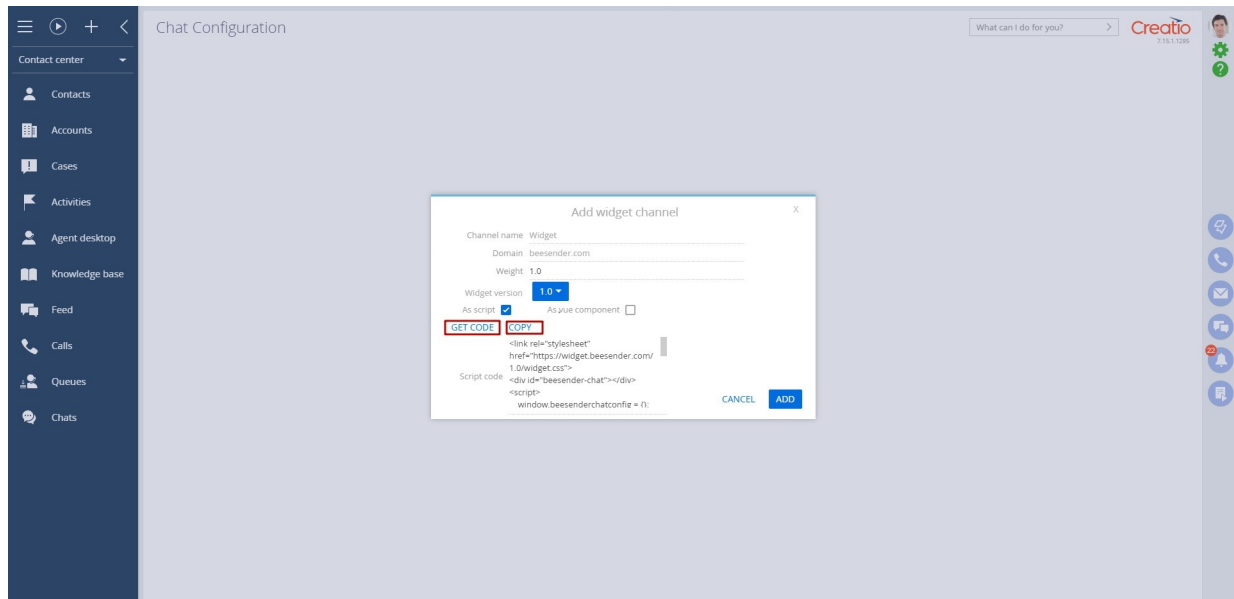
In order to add a channel to the system, you need to go to the section "setting up chats" in the "system Designer". Next, you need to click on the "+" in order to add a new channel.



Domain must not contain / and http: //. Must be unique to each website.

If several widgets are hung on one website (on different pages), then the names of these pages are indicated before the domain.

For example: test.beesender.com is a page beesender.com/test





In the code that was generated for the widget you only need to replace the word "Title" with the name of the company or any other title that will be reflected in the widget:

```
<link rel="stylesheet" href="https://widget.beesender.com/prod/widget.css">
<div id="beesender-chat"></div>
<script>
window.beesenderchatconfi
g = {};
window.beesenderchatconfig.channelId = '5f0b2f7b-8ca2-47fe-88eb-312bd3dc641a';
</script>
<script src="https://widget.beesender.com/prod/widget.js" async></script>
<script src="https://widget.beesender.com/prod/chunk-vendors.js"
async></script>
```

There are several scripts that are configured before. You need to replace the ID in them and insert the resulting script into the page code:

1. Widget without additional channels. It is necessary to replace window.beesenderchatconfig.title (company name) and the ID from the code generated in Creatio

```
<link rel="stylesheet" href="https://widget.beesender.com/prod/widget.css">
<div id="beesender-chat"></div>
<script>
window.beesenderchatconf
ig = {};
window.beesenderchatconfig.channelId = '0b5190ec-4ea4-4335-991e-1e2163760443'; window.beesenderchatconfig.title = "Beesender";
window.beesenderchatconfig.headerImageSrc =
"https://pictures.beesender.com/0/Localiser- 300x300.png";
window.beesenderchatconfig.connectorUrl = 'https://connector.beesender.com';
</script>
<script src="https://widget.beesender.com/prod/widget.js" async></script>
<script src="https://widget.beesender.com/prod/chunk-vendors.js"
async></script>
```

2. Widget with additional channels. You need to add a few lines to the standard script.

```
window.beesenderchatconfig.menuButtonIcon =
'https://pictures.beesender.com/0/More.png';
window.beesenderchatconfig.showChannelPanel = true;
window.beesenderchatconfig.channelsInPanel =
[
{ type : "fb", name : "Facebook", link :
'https://www.facebook.com/Beesender-1943326189302470/?modal=admin_todo_tour' },
{ type : "fbm", name : "Facebook Messenger", link :
'https://www.facebook.com/messages/t/1943326189302470' },
{ type : "telegram", name : "Telegram", link : "https://t.me/DiverTestBot" },
{ type : "viber", name : "Viber", link : "viber://pa?chatURI=uri5element" },
{ type : "ok", name : "Одноклассники", link :
'https://www.ok.ru/group/55116906954926' },
```

```
{ type : "skype", name : "Skype", link : "https://join.skype.com/bot/cf865d6e-e37f-4a05-a260-6e8b0a657104?add" },
{ type : "vk", name : "Вконтакте", link : "https://vk.com/public172706778" },
{ type : "widget", name : "Продолжить на сайте" } ];
```

Leave only lines with channels that are connected to the system. Complete script with channels selections looks like this:

```
<link rel="stylesheet" href="https://widget.beesender.com/prod/widget.css">
<div id="beesender-chat"></div>
<script> window.beesenderchatconfig = {};
window.beesenderchatconfig.channelId = '0b5190ec-4ea4-4335-991e-1e2163760443';
window.beesenderchatconfig.connectorUrl = 'https://connector.beesender.com';
window.beesenderchatconfig.title = "Beesender";
window.beesenderchatconfig.headerImageSrc = 'https://pictures.beesender.com/0/Localiser-300x300.png';
window.beesenderchatconfig.menuButtonIcon = 'https://pictures.beesender.com/0/More.png';
window.beesenderchatconfig.showChannelPanel = true;
window.beesenderchatconfig.channelsInPanel = [
{ type : "fb", name : "Facebook", link : "https://www.facebook.com/Beesender-1943326189302470/?modal=admin\_todo\_tour" },
{ type : "fbm", name : "Facebook Messenger", link : "https://www.facebook.com/messages/t/1943326189302470" },
{ type : "telegram", name : "Telegram", link : "https://t.me/DiverTestBot" },
{ type : "viber", name : "Viber", link : "viber://pa?chatURI=uri5element" },
{ type : "ok", name : "Одноклассники", link : "https://www.ok.ru/group/55116906954926" },
{ type : "skype", name : "Skype", link : "https://join.skype.com/bot/cf865d6e-e37f-4a05-a260-6e8b0a657104?add" },
{ type : "vk", name : "Вконтакте", link : "https://vk.com/public172706778" },
{ type : "widget", name : "Продолжить на сайте" } ];
</script>
<script src="https://widget.beesender.com/prod/widget.js" async></script>
<script src="https://widget.beesender.com/prod/chunk-vendors.js"
async></script>
```

### 3. For english speaking clients:

```
<link rel="stylesheet" href="https://widget.beesender.com/prod/widget.css">
<div id="beesender-chat"></div>
<script>
window.beesenderchatconfig =
{};
window.beesenderchatconfig.channelId = '0b5190ec-4ea4-4335-991e-1e2163760443';
window.beesenderchatconfig.title = "Beesender";
window.beesenderchatconfig.headerImageSrc = '
```

```

300x300.png";
window.beesenderchatconfig.connectorUrl = 'https://connector.beesender.com';
window.beesenderchatconfig.chatMessagePlaceholder = "Enter message...";
window.beesenderchatconfig.closeChatCaption = "Close chat";
window.beesenderchatconfig.chatButtonsPlaceholder = 'Please select one of the
following options';
window.beesenderchatconfig.initialMessageText = "A client opened the webchat";
</script>
<script src="https://widget.beesender.com/prod/widget.js" async></script>
<script src="https://widget.beesender.com/prod/chunk-vendors.js" async></script>

```

With channels selection:

```

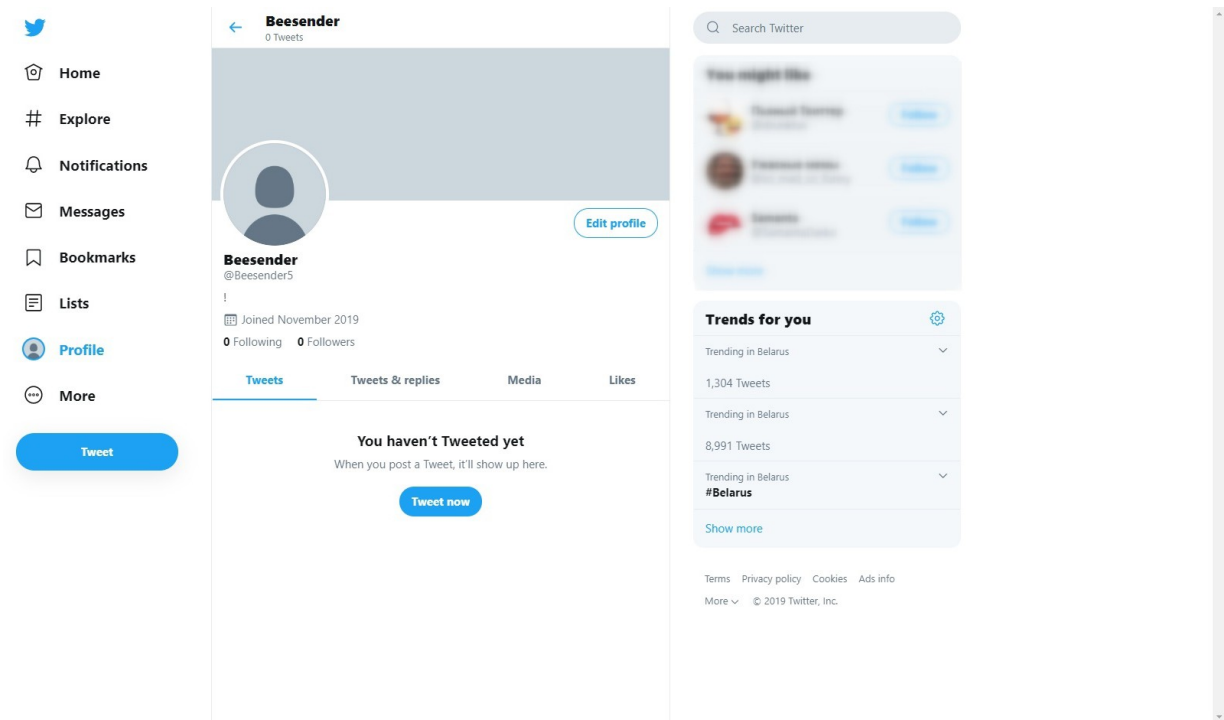
<link rel="stylesheet" href="https://widget.beesender.com/prod/widget.css">
<div id="beesender-chat"></div>
<script> window.beesenderchatconfig = {};
window.beesenderchatconfig.channelId = '0b5190ec-4ea4-4335-991e-1e2163760443';
window.beesenderchatconfig.connectorUrl = 'https://connector.beesender.com';
window.beesenderchatconfig.title = "Beesender";
window.beesenderchatconfig.headerImageSrc =
'https://pictures.beesender.com/0/Localiser- 300x300.png';
window.beesenderchatconfig.menuButtonIcon =
'https://pictures.beesender.com/0/More.png';
window.beesenderchatconfig.showChannelPanel = true;
window.beesenderchatconfig.chatMessagePlaceholder = "Enter message...";
window.beesenderchatconfig.closeChatCaption = "Close chat";
window.beesenderchatconfig.chatButtonsPlaceholder = 'Please select one of the
following options';
window.beesenderchatconfig.initialMessageText = "A client opened the webchat";
window.beesenderchatconfig.channelPanelHeader = 'Choose a channel to continue your
communication ';
window.beesenderchatconfig.backToChannelChooseCaption = 'Back to the list of
channels'; window.beesenderchatconfig.channelsInPanel =
[
{ type : "fb", name : "Facebook", link : "https://www.facebook.com/Beesender-
1943326189302470/?modal=admin_todo_tour" },
{ type : "fbm", name : "Facebook Messenger", link :
"https://www.facebook.com/messages/t/1943326189302470" },
{ type : "telegram", name : "Telegram", link : "https://t.me/DiverTestBot" },
{ type : "viber", name : "Viber", link : "viber://pa?chatURI=uri5element" },
{ type : "ok", name : "Одноклассники", link :
"https://www.ok.ru/group/55116906954926" },
{ type : "skype", name : "Skype", link : "https://join.skype.com/bot/cf865d6e-e37f-
4a05-a260-6e8b0a657104?add" },
{ type : "vk", name : "Вконтакте", link : "https://vk.com/public172706778" },
{ type : "widget", name : "Continue to this website" } ];
</script>
<script src="https://widget.beesender.com/prod/widget.js" async></script>
<script src="https://widget.beesender.com/prod/chunk-vendors.js" async></script>

```

You can customize widget button color.

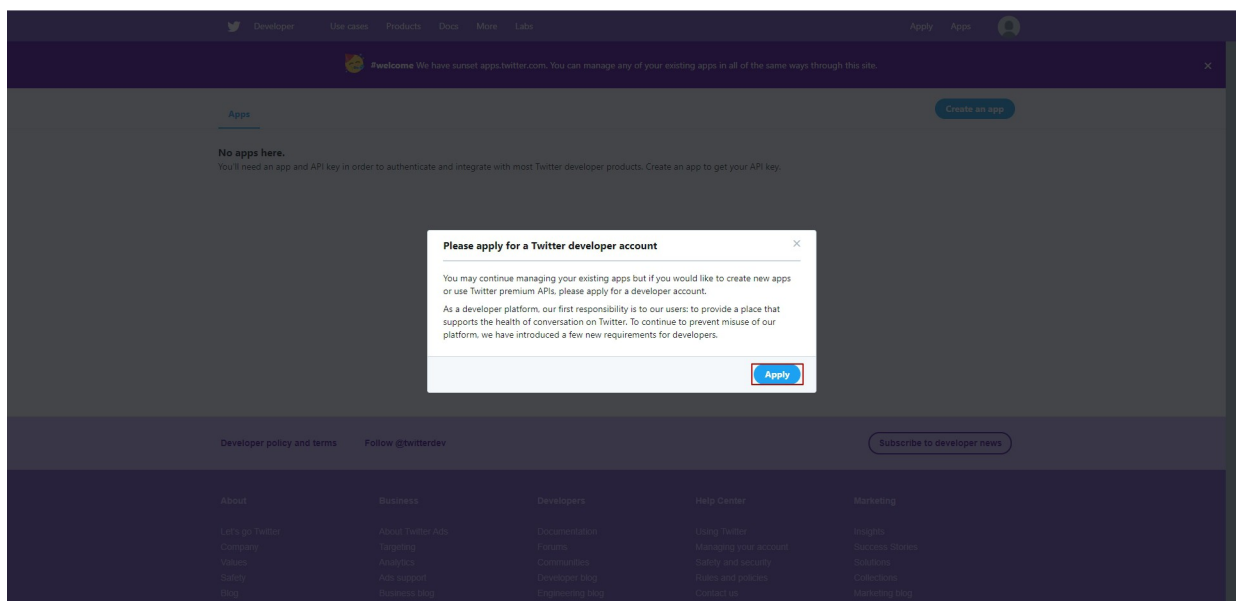
# Twitter

If you do not have a Twitter account, register it. You will receive a verification code on your email address or on your mobile phone. Enter it during authorisation. Then you should set a password. Your page is ready.



Next, go to <https://apps.twitter.com/>

Press "Create an App" - "Apply"



Select a reason for using Twitter developer tools (Exploring the API). Then press "Next"

The screenshot shows the 'What is your primary reason for using Twitter developer tools?' page. On the left, a purple sidebar contains a 'Welcome' message and a 'Get access to the Twitter API' section. The main area displays a grid of 16 reasons for using the API, categorized by tabs: 'for commercial uses', 'for a personal project', 'for education or research', and 'I don't know or unsure'. The 'Exploring the API' option is selected and highlighted with a red border and a green checkmark. At the bottom right, a blue 'Next' button is visible.

Developer Use cases Products Docs More Labs Apply Apps

### What is your primary reason for using Twitter developer tools?

We'll help you on your path to getting the most out of Twitter APIs and data.

#### Get access to the Twitter API

**Welcome**

We're excited you want to use Twitter APIs and data!

As a developer platform, our first responsibility is to our users: to provide a place that supports the health of conversation on Twitter.

**This application process helps us to:**

1. Prevent abuse of the Twitter platform.
2. Better understand and serve our developer community.

**Thank you for your time and thoughtful responses.**

Applications are final once submitted and can't be edited.

**Reasons for using Twitter developer tools:**

- Building B2B products
- Making a bot
- Doing academic research
- Embedding Tweets on a website
- Building consumer products
- Building tools for Twitter users
- Teaching
- Doing something else
- Build customized solutions in-house
- Exploring the API**
- Student
- Publishing ads programmatically

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**Next**

On the next page you need to describe how you plan to use Twitter data and APIs

The screenshot shows the 'How will you use the Twitter API or Twitter data?' page. The left sidebar contains 'Key things to keep in mind' and 'Restricted uses' sections. The main area has a text input field for 'In your words' and a 'The specifics' section with a toggle for 'Are you planning to analyze Twitter data?'. A blue 'Next' button is at the bottom right.

Developer Use cases Products Docs More Labs Apply Apps

### Get access to the Twitter API

Twitter @username > **Intended use** > Review > Terms

#### How will you use the Twitter API or Twitter data?

All fields are required unless marked optional

**Key things to keep in mind**

This section of the application helps us ensure that users of our data are complying with Twitter's Developer Policies.

This review process and our policies help us keep Twitter a safe and healthy space for public conversation.

**Restricted uses**

Some activities (like surveillance) are never allowed on Twitter. Take a look at our restricted uses page to ensure that your use case is policy-compliant before you submit an application.

**Automation**

Be sure to review the automation rules if you plan on enabling any sort of automated activity on the platform.

**Be thorough**

We need to completely understand your use case before we can approve it. So, please include as much detail as possible in your application.

**In your words**

In English, please describe how you plan to use Twitter data and/or APIs. The more detailed the response, the easier it is to review and approve.

I'm planning to use Twitter APIs for learning to code. I don't plan to analyze tweets at all. I just want to display it to users. I want to learn how Direct Message functionality will work with chatbots.

Response must be at least 200 characters

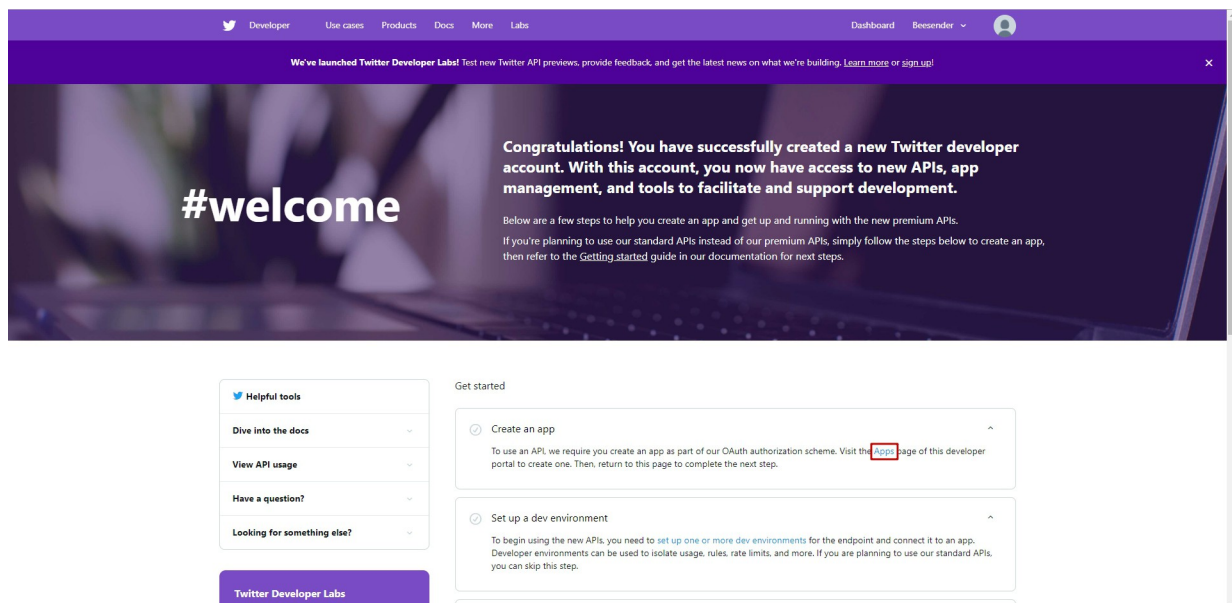
**The specifics**

Please answer each of the following with as much detail and accuracy as possible. Failure to do so could result in delays to your access to the Twitter developer platform or rejected applications.

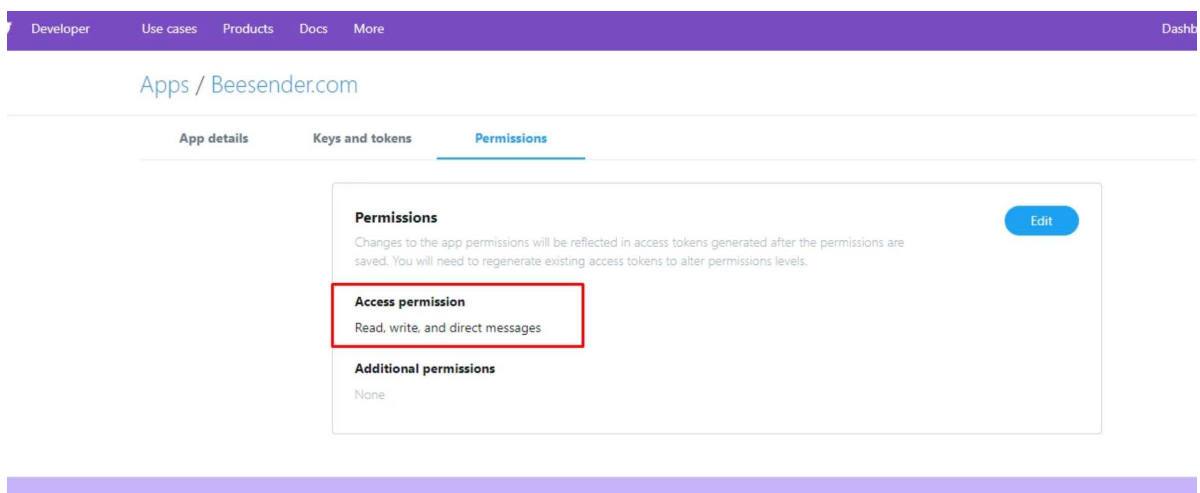
Are you planning to analyze Twitter data? ☐ No

**Back** **Next**

You can create an application after you receive confirmation.

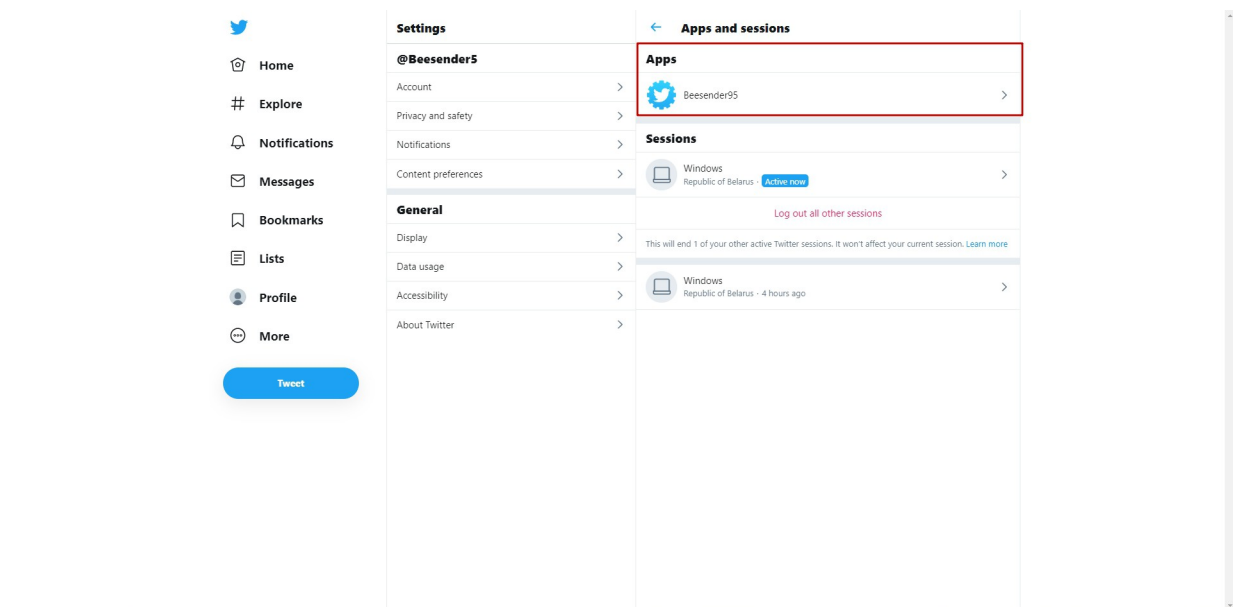


Fill in all the required fields and go to the Permissions tab, in the "Access Permission" section, select "Read, write, and direct messages" tab.



After creating the app, go to your Twitter account, then go to settings and check your app. It should be in "Apps and sessions" section.

(Settings > Account > Apps and settings)



Also, you need to create a new dev environment. Go to your application's page and press the button with your application's name on it (Beesender in this case) > Dev environments. In the field "Account Activity API/Sandbox" press "Set up dev environment".

In the pop-up window, write "dev" in Dev environment label section. In the App section, choose your application's name.

Developer
 Use cases
 Products
 Docs
 More
 Labs
 Dashboard
 Beesender

#welcome We have sunset apps.twitter.com. You can manage any of your existing apps in all of the same ways through this site.

Apps > Beesender95

App details
 Keys and tokens
 Permissions

**Important notice about your access token and access token secret**

To make your API integration more secure, we will no longer show your access token and access token secret beyond the first time that you generate it starting **January 21, 2022**. You will be able to regenerate it at anytime here, which will invalidate your current access token and secret. Please save this information if you need to access it. This does not affect your consumer API keys, which will still be shown here as they are below. To learn more, [visit the Forums](#).

**Keys and tokens**

Keys, secret keys and access tokens management.

**Consumer API keys**

C6Bt5fNjywoXh5gAcl26NV3 (API key)

HrGik7MVXTCaeUmkZuQrZE121oq5eOP2ZZXhZEqrIT8o0Q (API secret key)

Regenerate

**Access token & access token secret**

119923078524248832-kLo1Nb8VmdZJ1tsBMFIqmGserD2d (Access token)

wqclEKmiehYOBspIG8R75pNVdnpWok2eylnXRWLo6zIve (Access token secret)

Read, write, and Direct Messages (Access level)

Revoke Regenerate

Developer policy and terms
 Follow @twitterdev

Subscribe to developer news



The next step is to enter data from your application. Please be careful when entering tokens. Write "dev" in the EnvironmentName section

The screenshot shows the 'Keys and tokens' management page on Beesender.com. The page has a purple header with navigation links: Developer, Use cases, Products, Docs, More, and a Dashboard link on the right. Below the header, the breadcrumb 'Apps / Beesender.com' is visible. The main content area has three tabs: 'App details', 'Keys and tokens' (which is active), and 'Permissions'. The 'Keys and tokens' section contains a description: 'Keys, secret keys and access tokens management.' It is divided into two main parts. The first part is 'Consumer API keys', which includes a text input for '(API key)', a text input for '(API secret key)', and a 'Regenerate' button. The second part is 'Access token & access token secret', which includes a text input for '(Access token)', a text input for '(Access token secret)', and a 'Read, write, and direct messages (Access level)' label. Below this, there are 'Revoke' and 'Regenerate' buttons.

The screenshot shows the 'Chat Configuration' interface with a sidebar on the left containing various marketing tools like Contacts, Campaigns, Email, Landing pages, Events, Leads, Accounts, Dashboards, Marketing plans, and Chats. The main area is titled 'Chat Configuration'. A dialog box titled 'Add twitter channel' is open in the center. It contains several input fields: 'Channel name', 'AccessToken', 'AccessSecret', 'ConsumerKey', 'ConsumerSecret', 'EnvironmentName', and 'Weight'. At the bottom of the dialog, there are 'CANCEL' and 'ADD' buttons. The background interface also shows a top bar with a search bar and a 'Creatio' logo, and a right sidebar with various communication icons.

**In case of errors, please generate new keys and re-enter the data.**

**Important! Allow all users to send you messages in the account settings of Twitter.**

## WhatsApp

collaborates with business clients only through official providers. Now we have agreement with 3 providers:

<https://www.messagebird.com/en/whatsapp/>

<https://www.infobip.com/en/campaigns/whatsapp-business-innovate-customer-communications>

<https://www.twilio.com/whatsapp>.

1. Your company requests connection to WhatsApp Business account with help of one of the company from the list above.
2. After approval by WhatsApp you make an agreement with the company for access to the WhatsApp Business account.
3. Then the company provides you access to API and test channel.
4. When you get this information, Beesender team makes connection to the Beesender Operator.
5. You can start communicate with clients after integration is done.
6. WhatsApp Business API allows bot connection. In this case option choice is possible through number of command, not with buttons.