

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.

Beesender Operator is adding a possibility to chat with clients and employees from Creatio's communicational panel (with chat history).

Operators can send quick answers (templates), Knowledge Base articles, start business processes directly from the operator's working window or transfer chats to another operators, groups and chatbots.

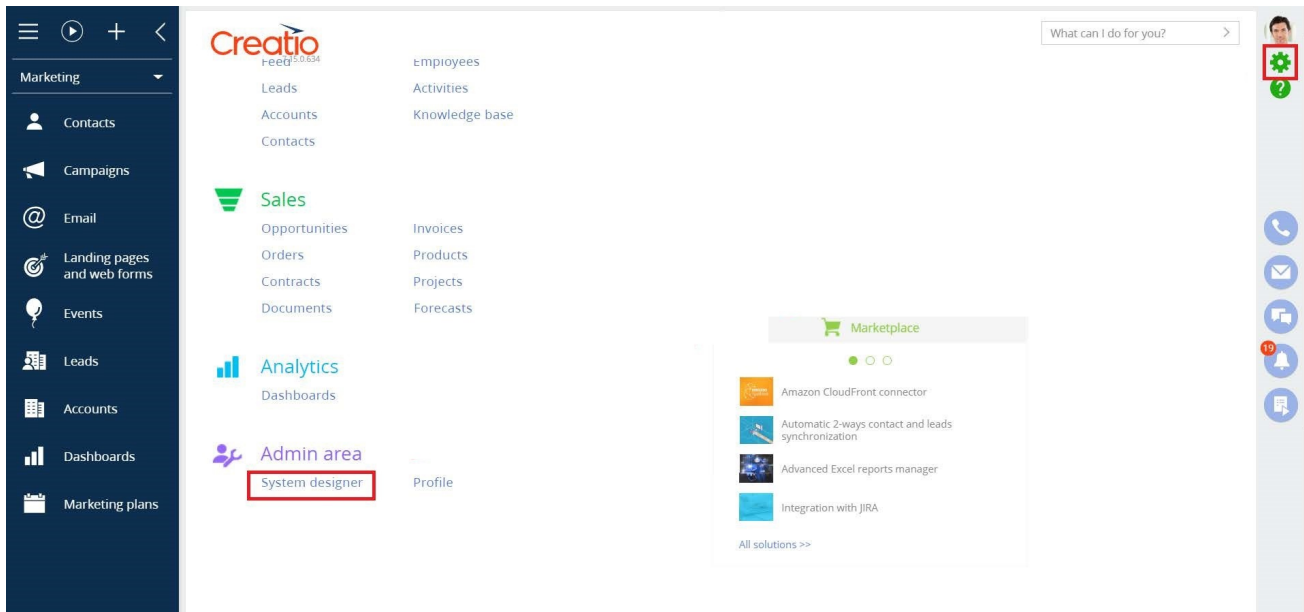
Beesender Operator is created for companies with contact centers and support services. This product's purpose is to accelerate employees' work by creating a multifunctional workplace.

Such companies make operators' work easier, because all communication comes from one place – operator's working window. Clients may choose any communication channel, whether it's messenger, widget or social network.

Beesender package installation

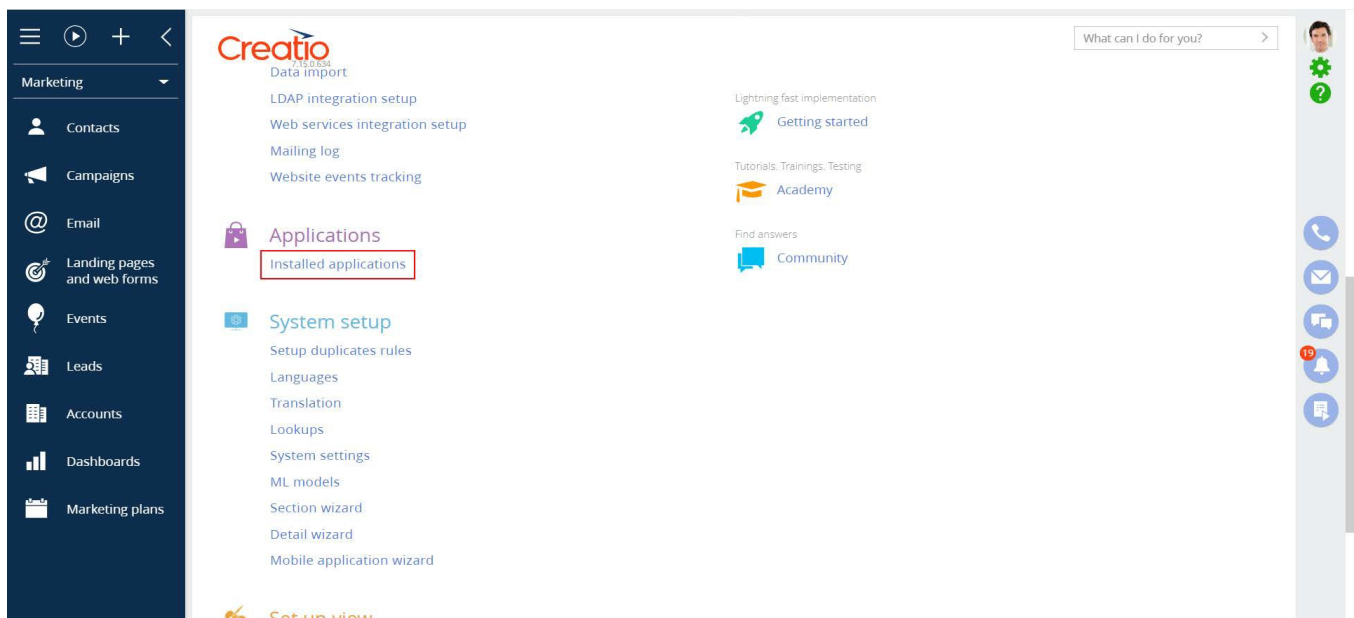
1. Enter the "System designer" of Creatio.(pic. 1)

Pic. 1 Entering the System designer of Creatio

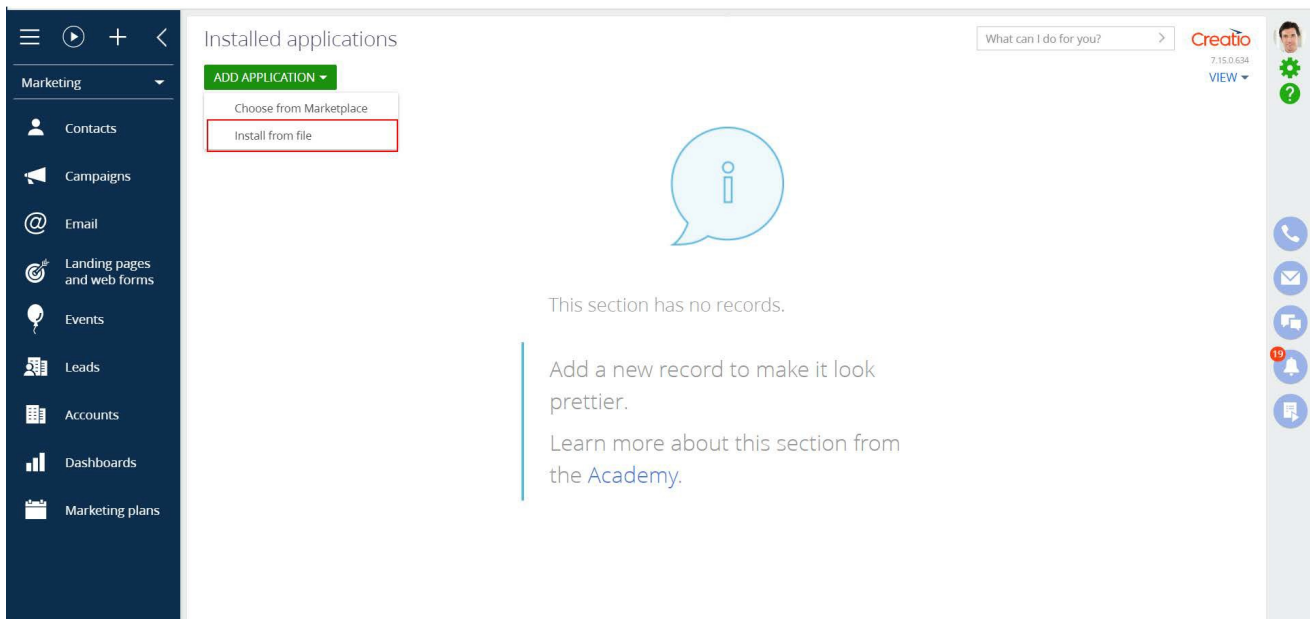


- 2.Go to "Installed applications". (pic.2)

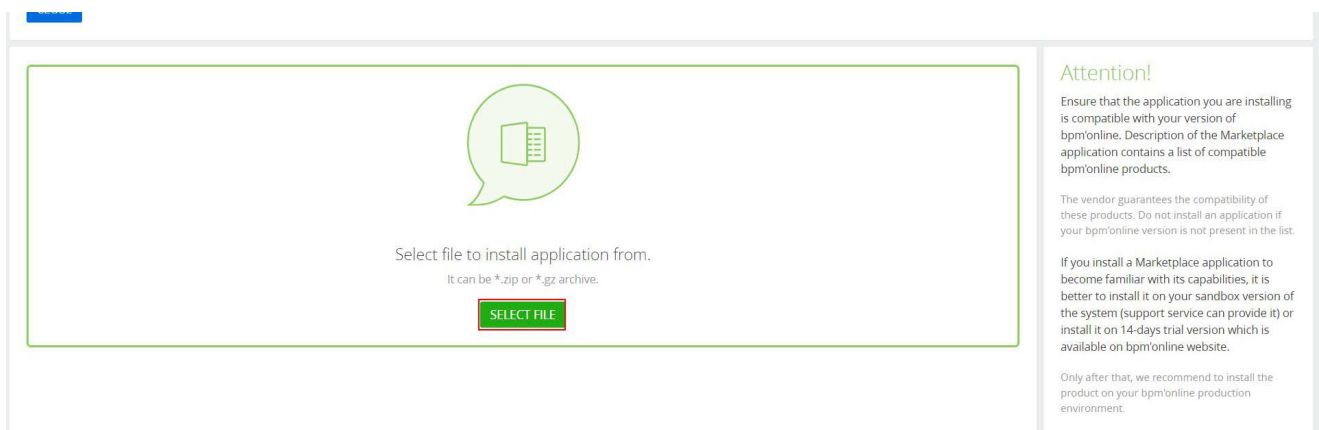
Pic 2. System designer



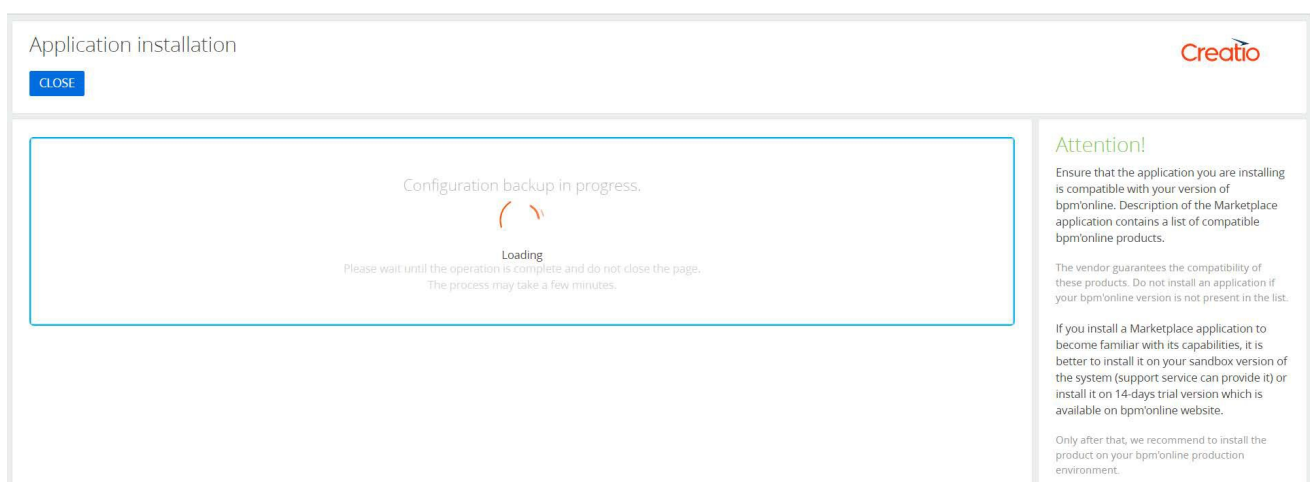
3. Choose "Install from file".



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.

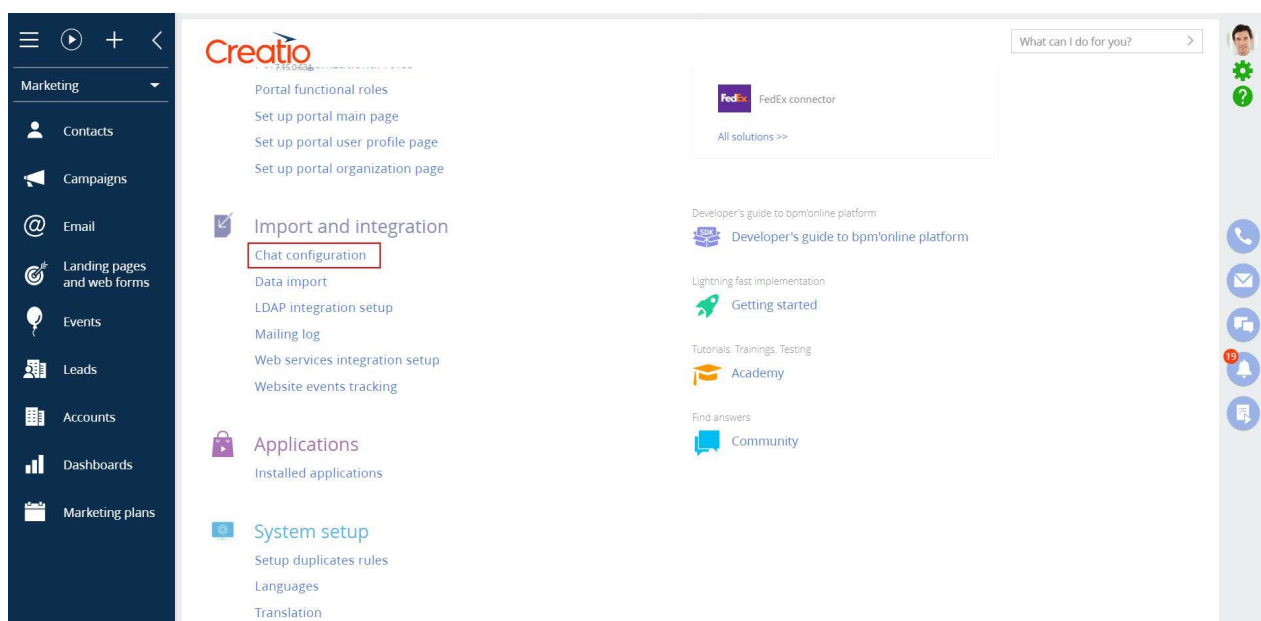
6.Start setting up your Beesender.

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.

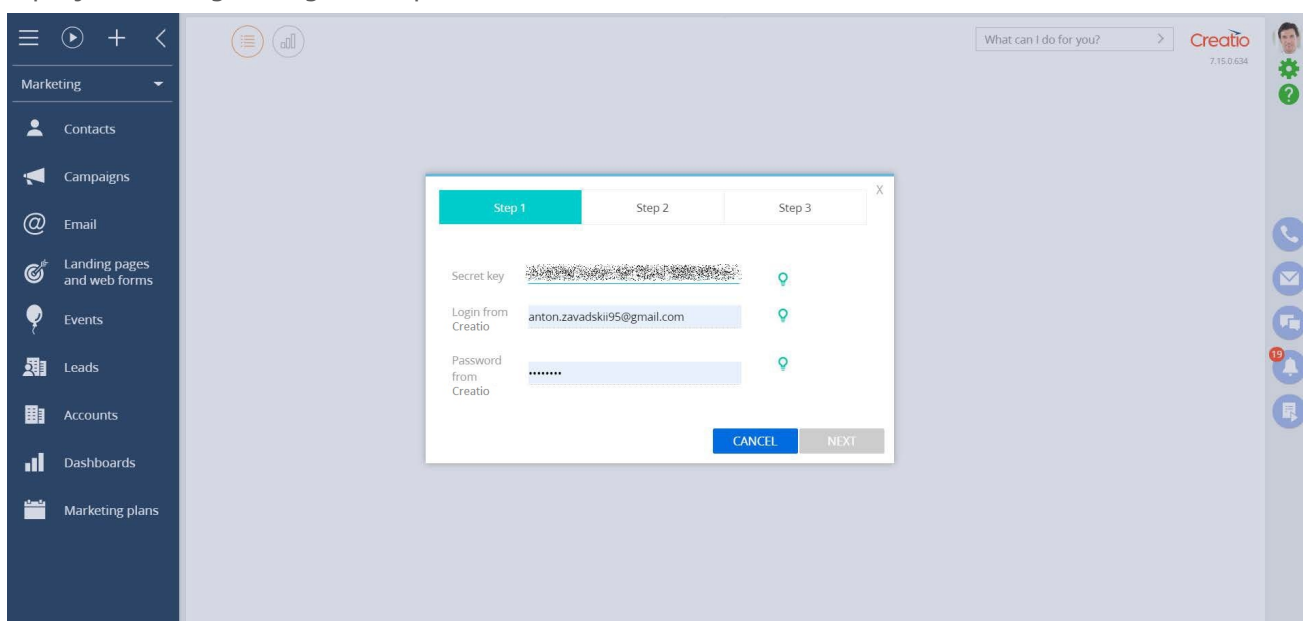
Pic 3. "Chat configuration" link



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

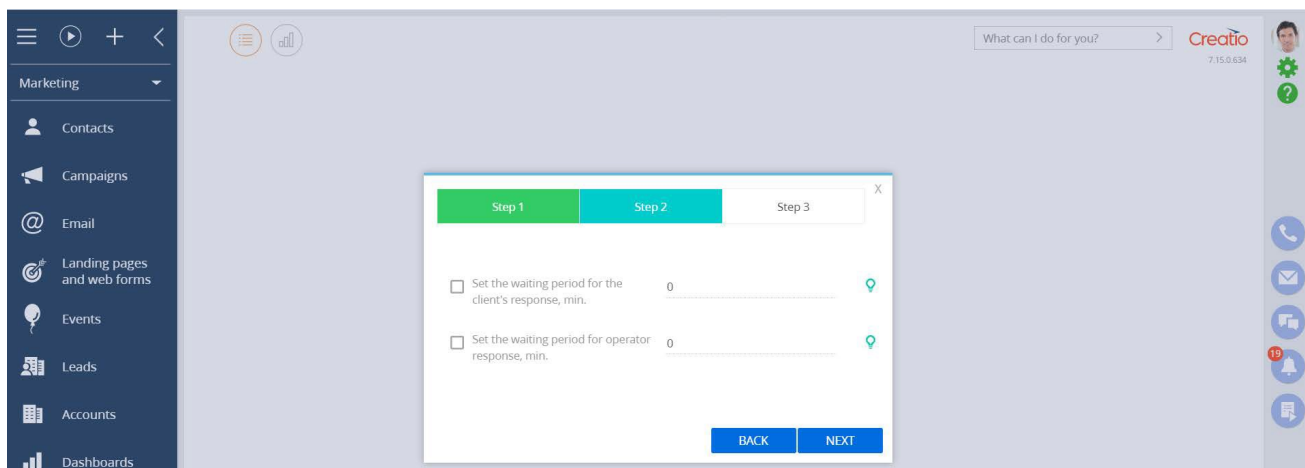
Step 1.

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



Step 2.

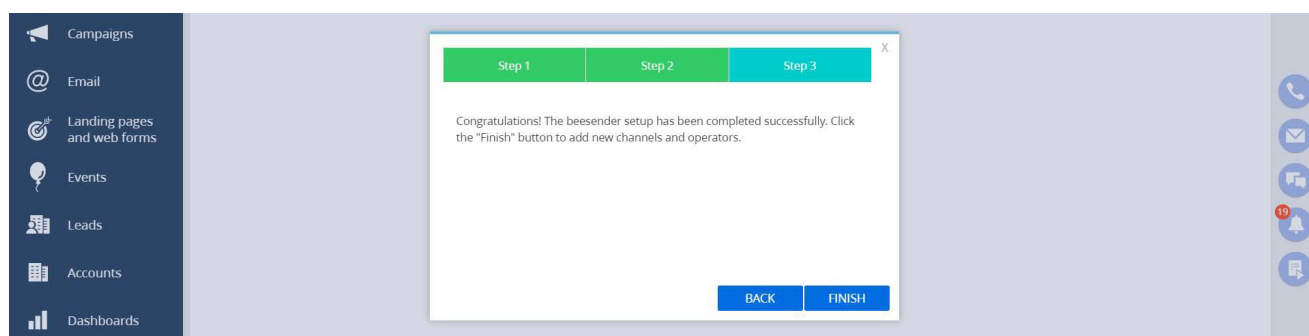
Checkboxes in step 2 can be left empty if necessary. You can select the time interval (in minutes). After this period the chat will automatically close.



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 the 'Creatio' logo with version '7.15.0.634'. A modal window is centered, titled 'Step 1', 'Step 2' (active), and 'Step 3'. It contains two checkboxes: 'Set the waiting period for the client's response, min.' and 'Set the waiting period for operator response, min.', each with a numeric input field set to '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 Step 2. The main area is light gray. The modal window is now titled 'Step 1', 'Step 2', and 'Step 3' (active). 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

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

< CHANNELS OPERATORS >

Channels

No data

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

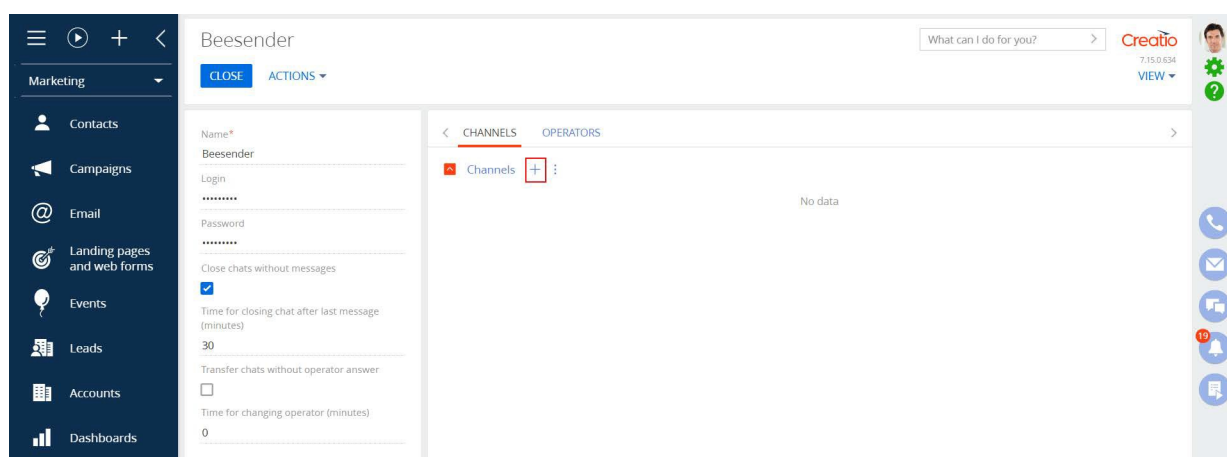
The “Channels” is an item that is used by the administrator to add new communication channels. The “Channel” is a business account / bot in the messenger or a social network.

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.

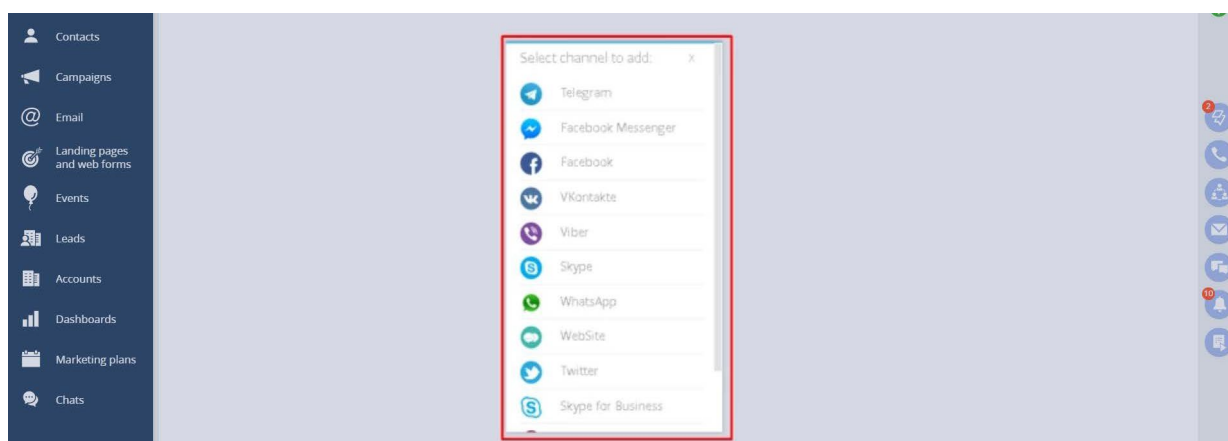
To add a channel, you need to click the “+” in the “Channels” details.

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:

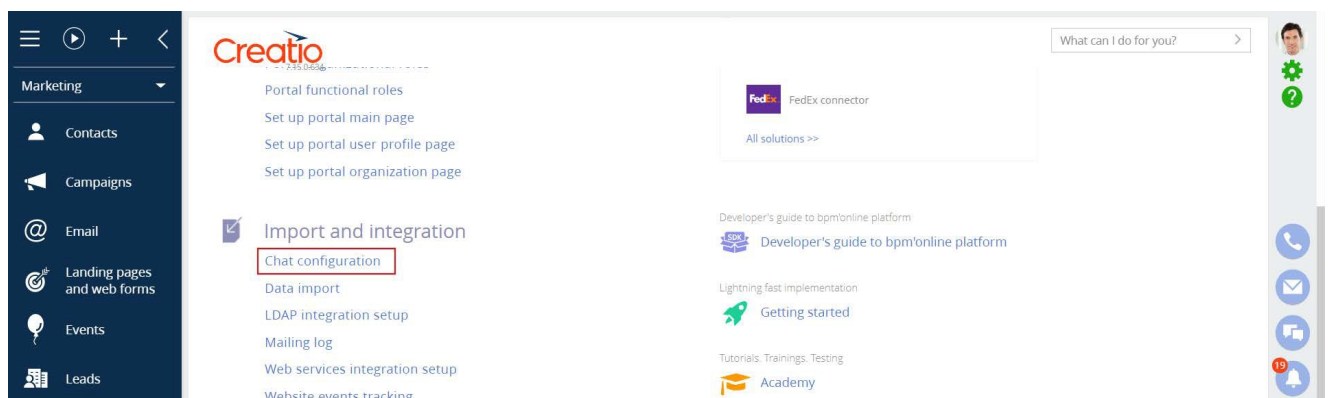
The sum of its active chats = Channel weight * Number of chats of this channel	<	Operator weight
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- The bot logic is constructed using the Creatio platform business process engine.
- One bot can work in several channels at once.
- Each operator is associated 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



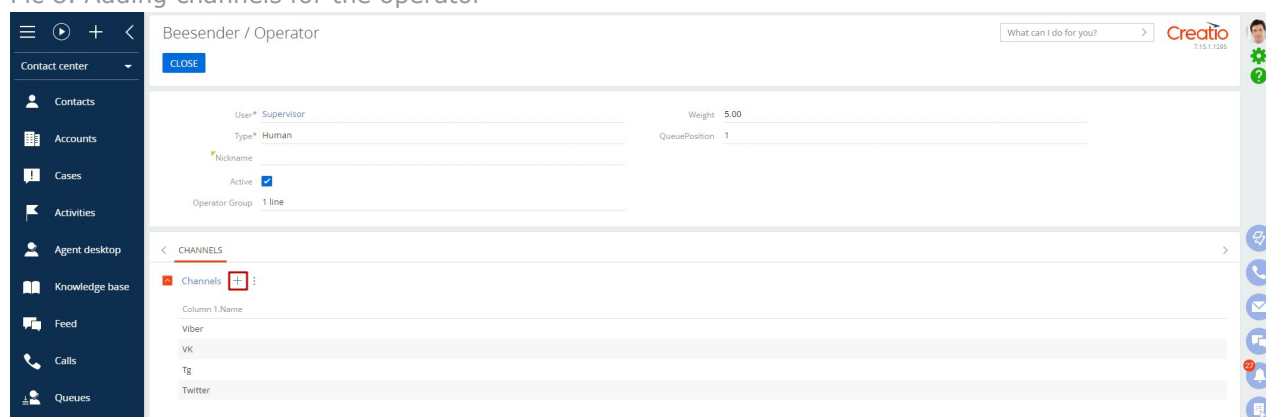
A new page will open where you need to fill in the following fields.

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)

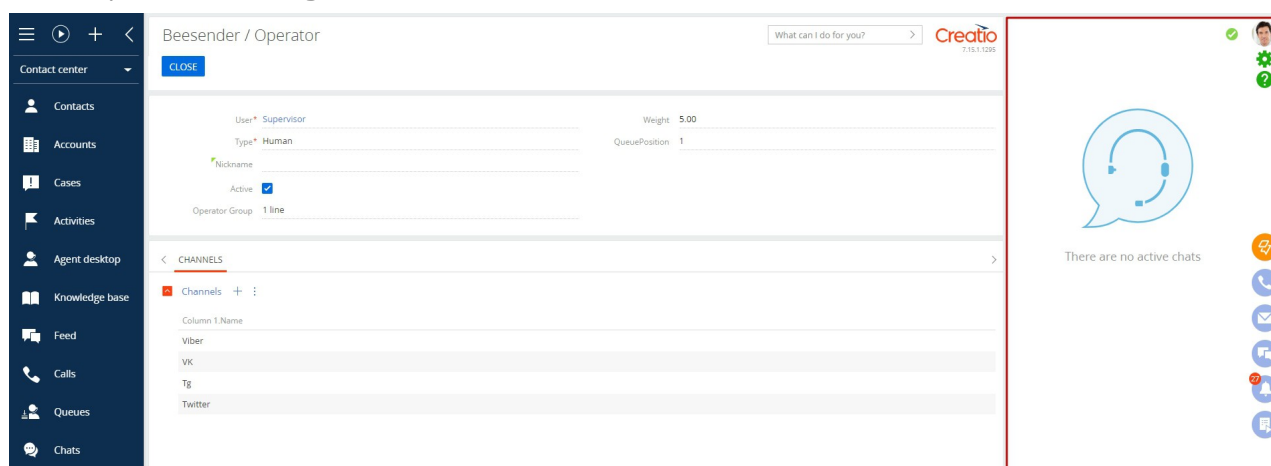
Pic 8. Adding channels for the operator



The set up is completed.

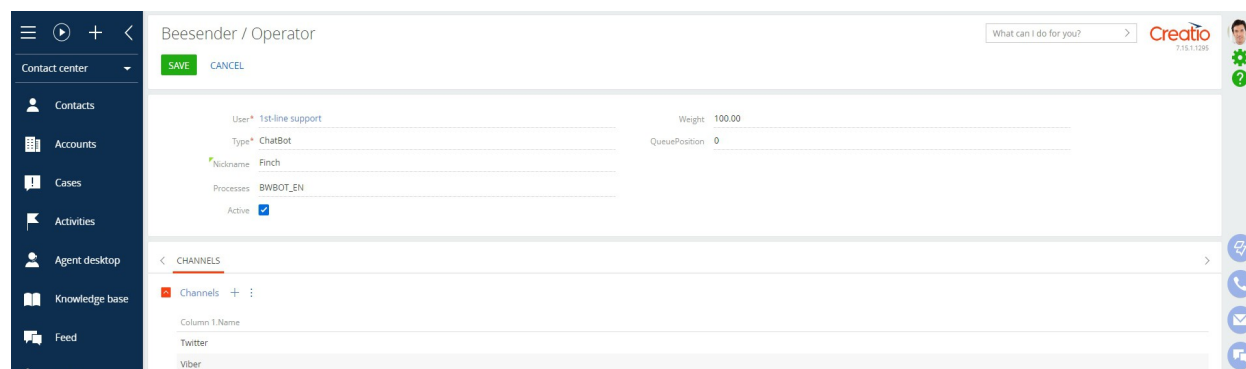
Notice: in order for the operator to have a working window, it is necessary to log in again.

Pic 9. Operator's working window



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



Then you should also attach the necessary channels.

Creating and adding channels

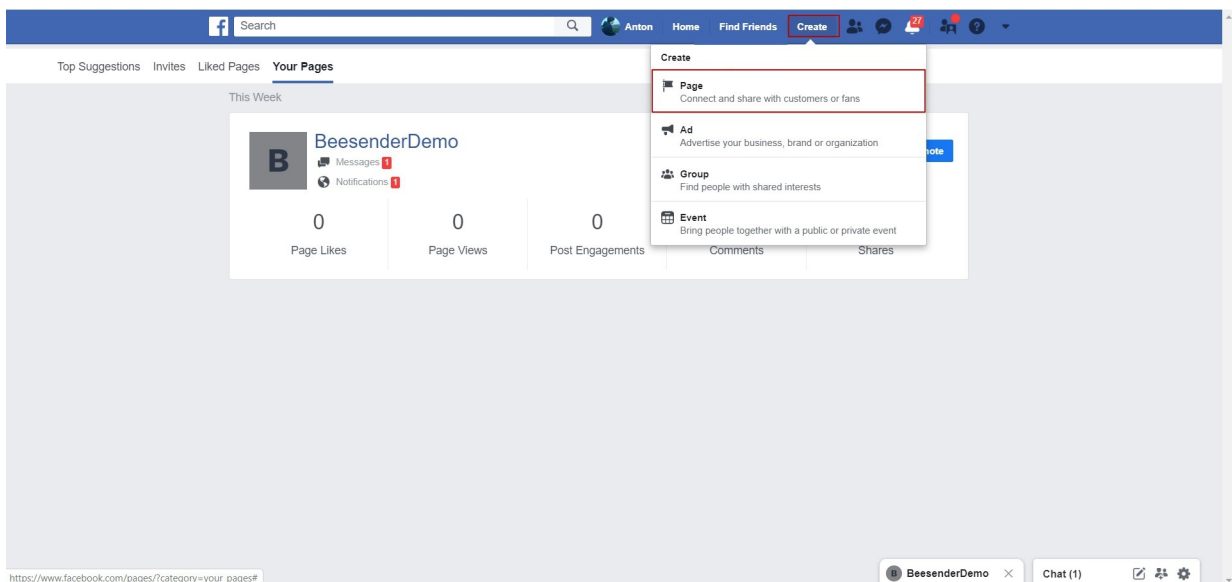
Facebook

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.

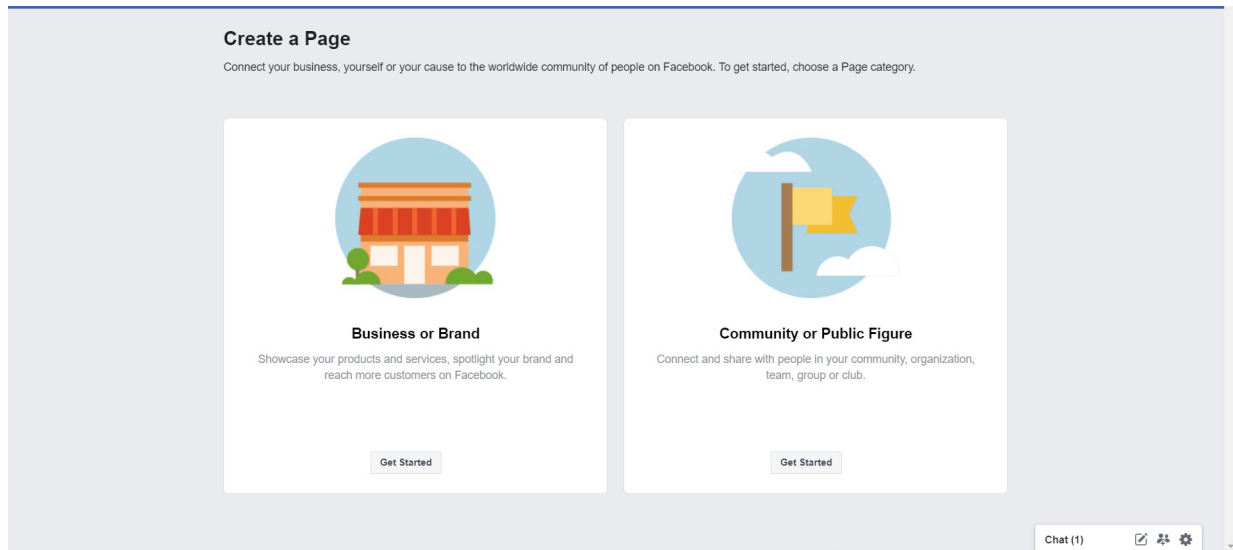
Notice: Only the operator, not the chatbot, can communicate from the Facebook page.

Step 1. Create a group on Facebook.

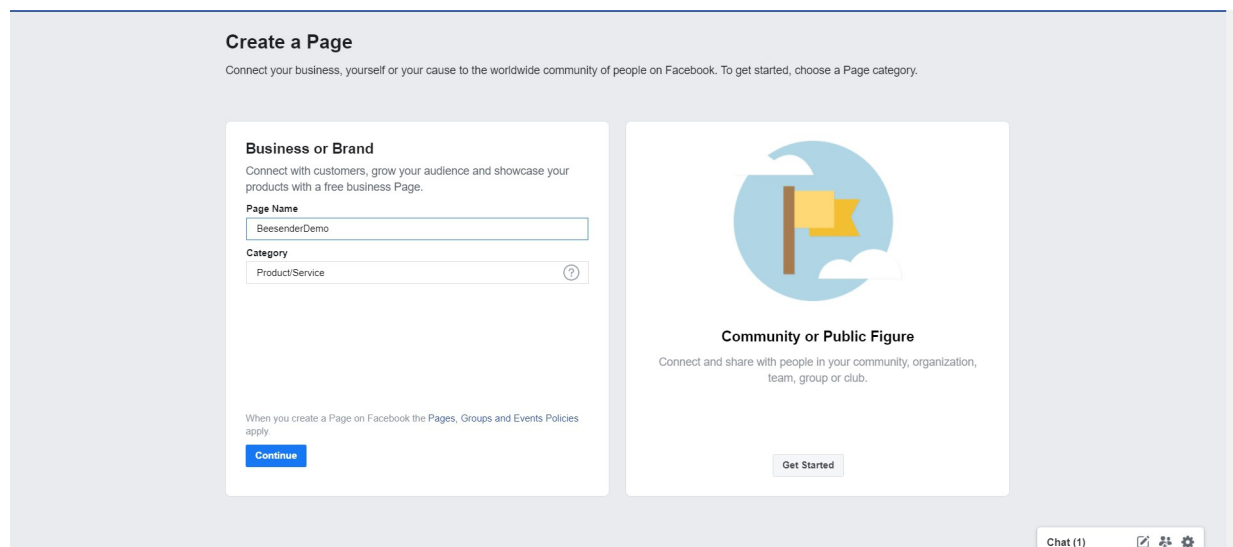
In order to create a new group on Facebook, click on the "Create a page".



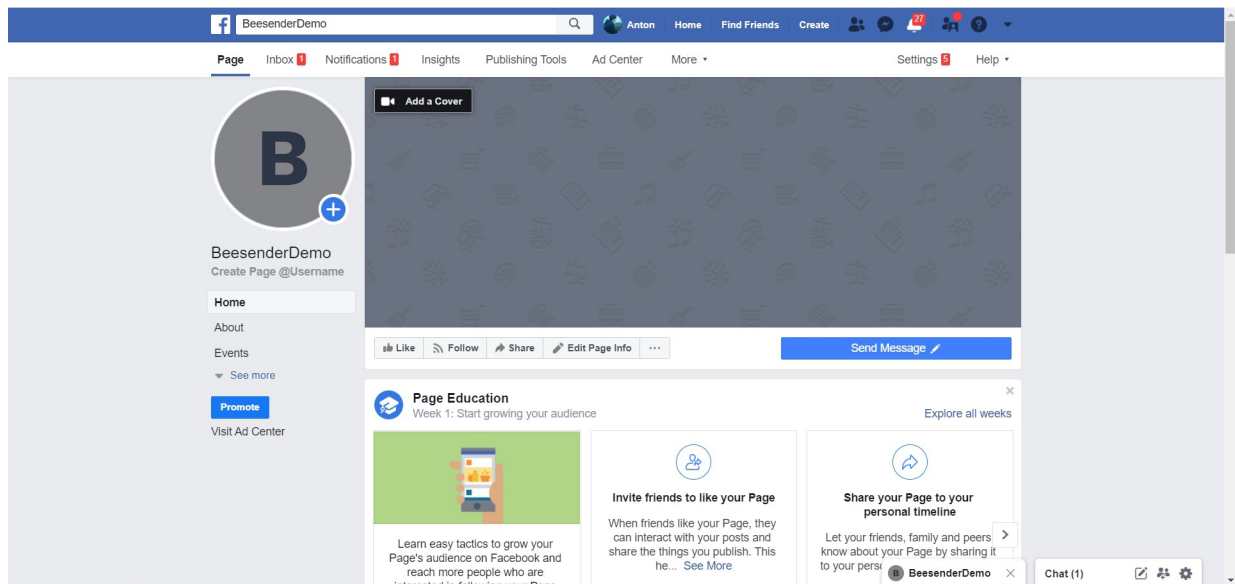
Select the preferred category in opened window.



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.



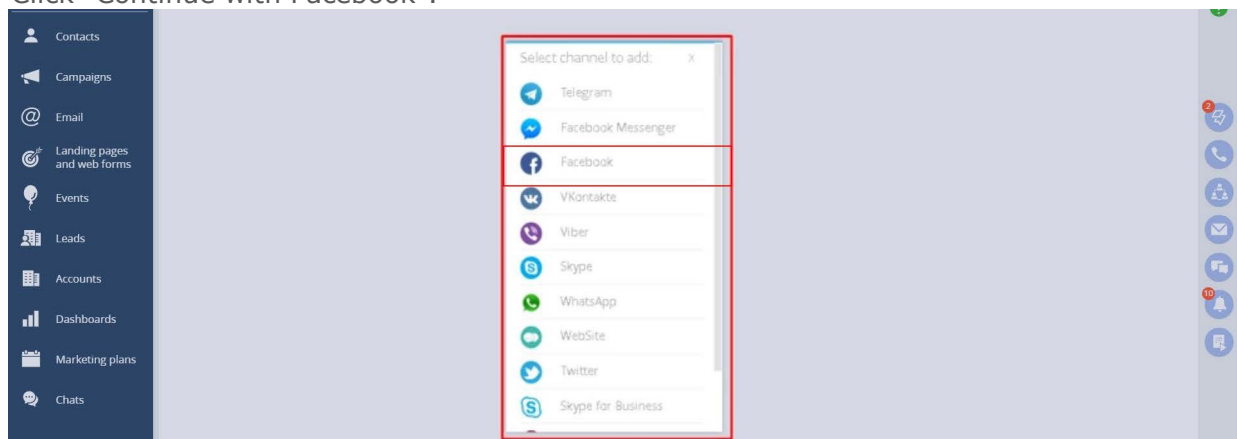
After that, your company's page will be created where you can change basic information and add image.

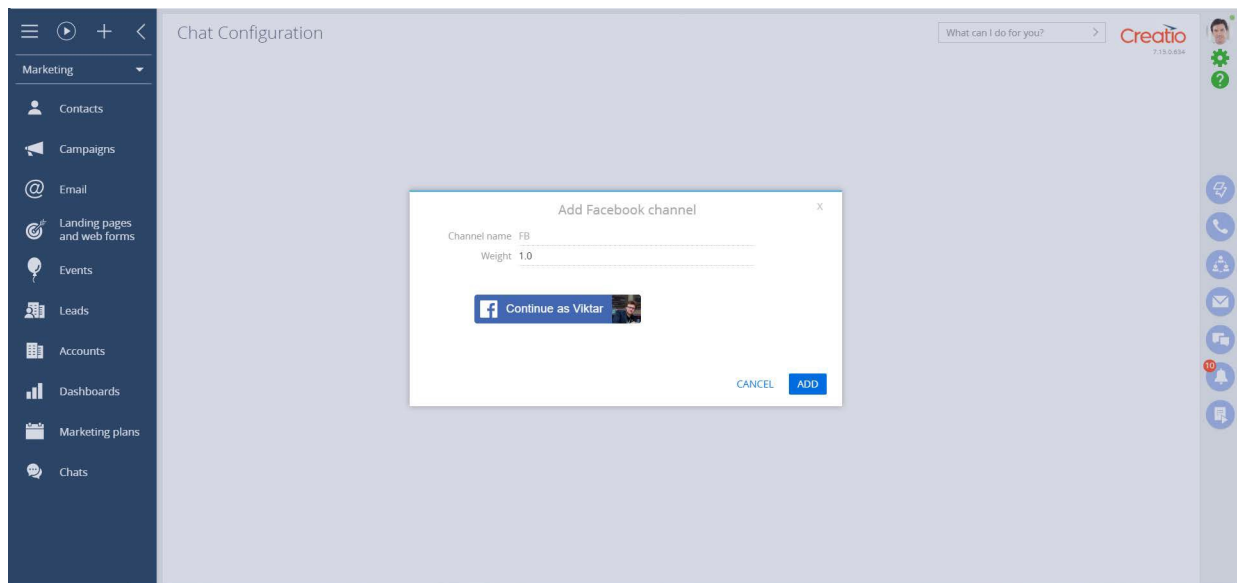


Step 2. Adding a Facebook channel to the system

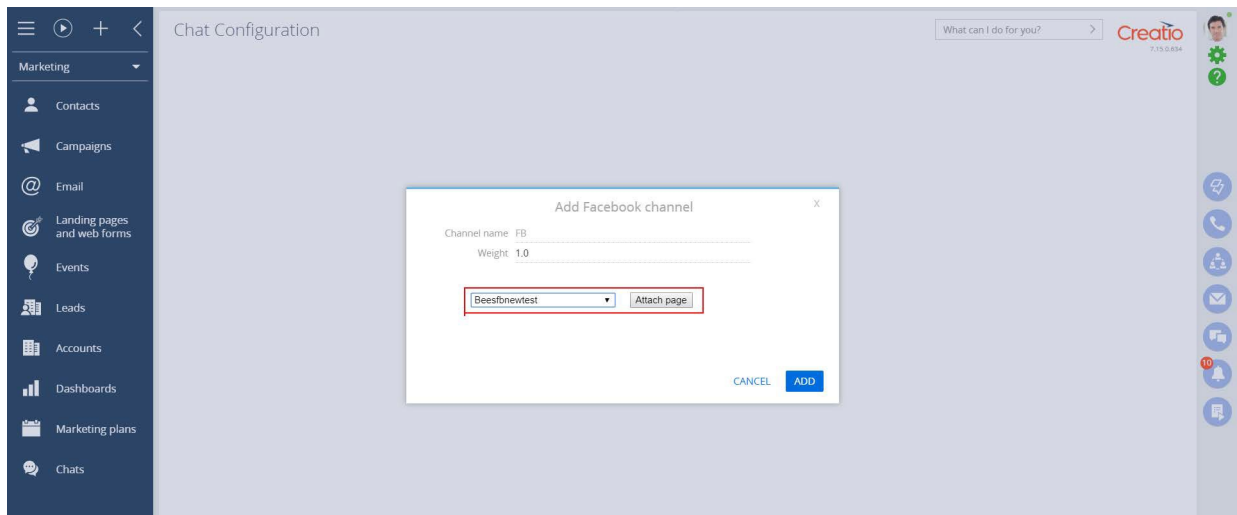
You should go to the section "Setting up chats" in the system. In the "Channels" tab, click on "+". Select Facebook in opened window.

Click "Continue with Facebook".



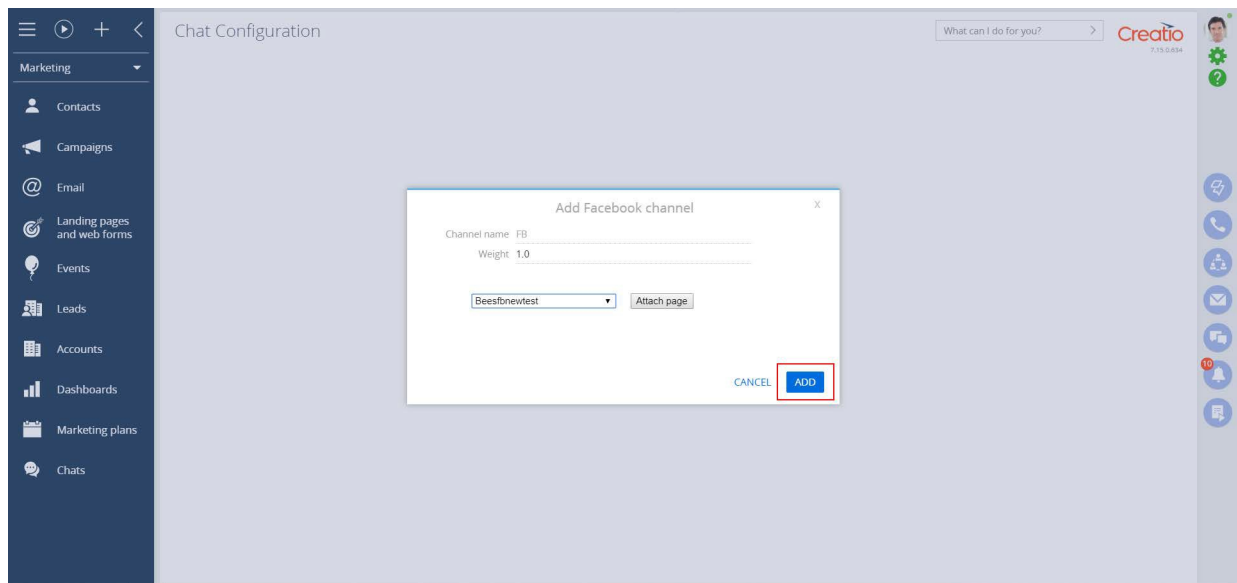


Select the necessary group from the list provided (1) and click the "Attach page" (2).



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

Press "Add".

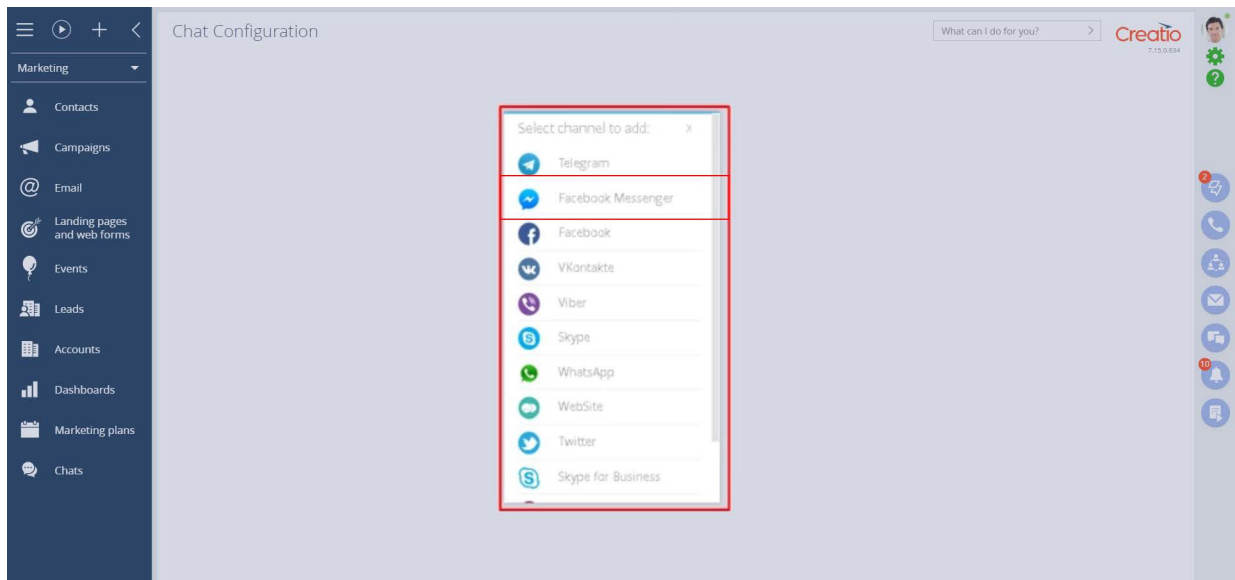


At this step, the adding of Facebook is finished and, after attaching this channel to the bot or operator, customers can write on your wall on Facebook.

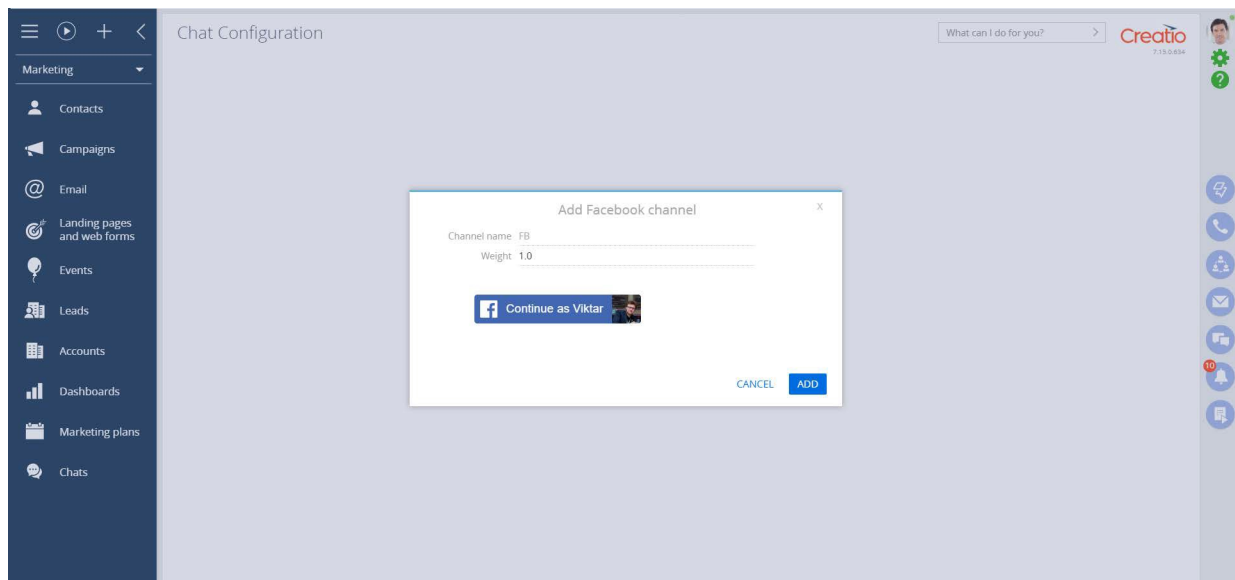
Notice: Don't forget to add this channel to the operator (not to a chatbot).

Facebook Messenger

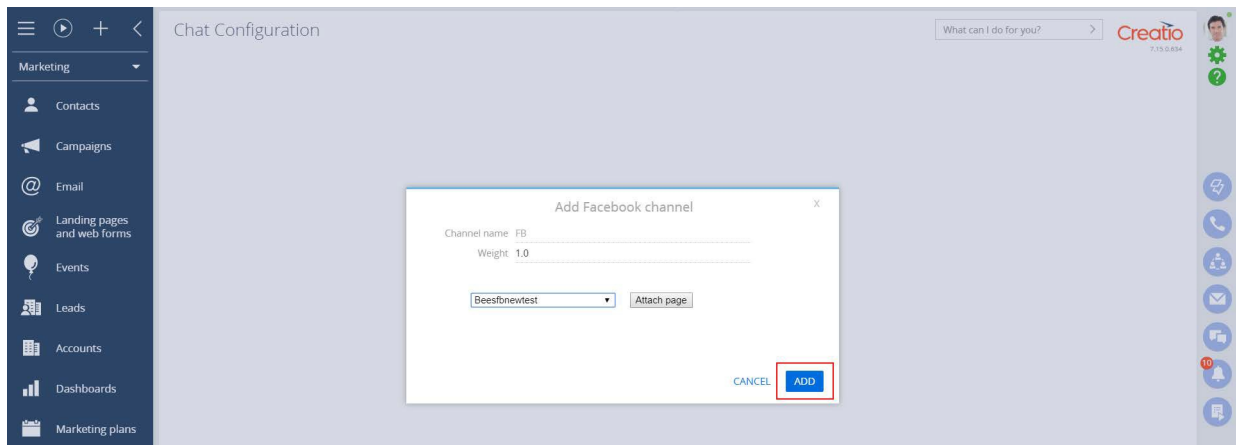
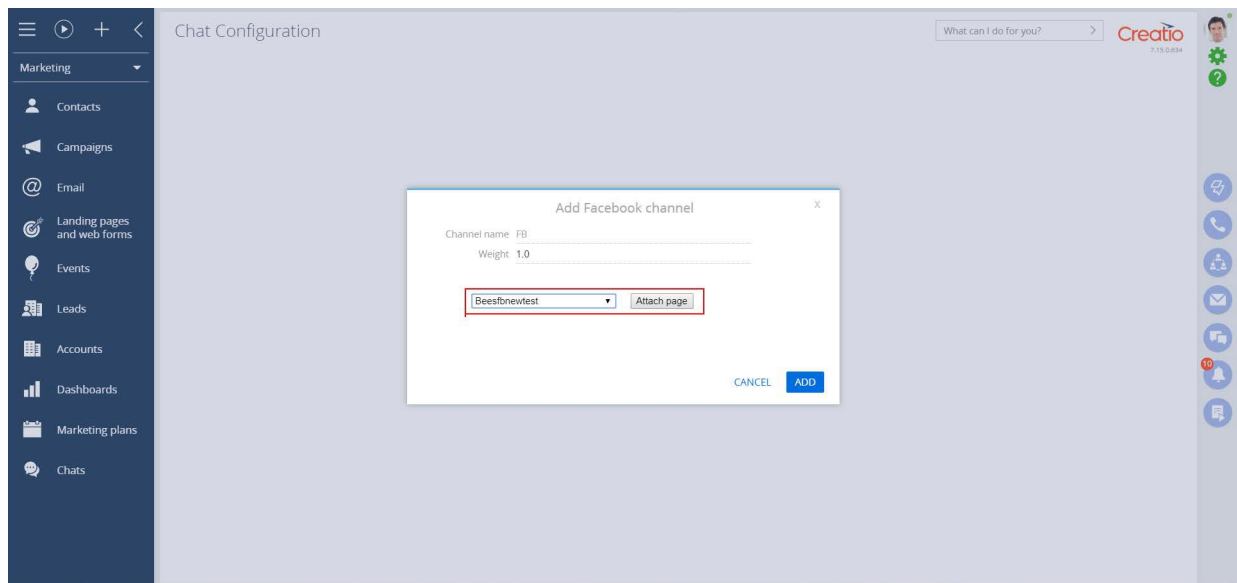
Connecting the Facebook Messenger to Beesender follow next steps. If you already have a community on Facebook, you should follow Step 2: Add a Facebook channel to the system. If not, start from Step 1.



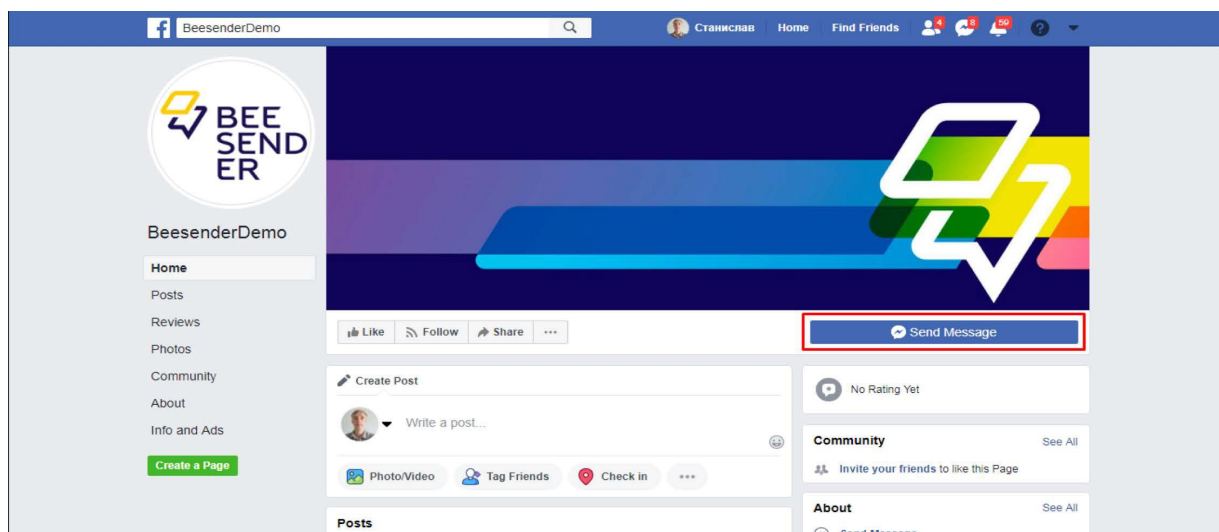
At this step, you should press the "Continue as..." button



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

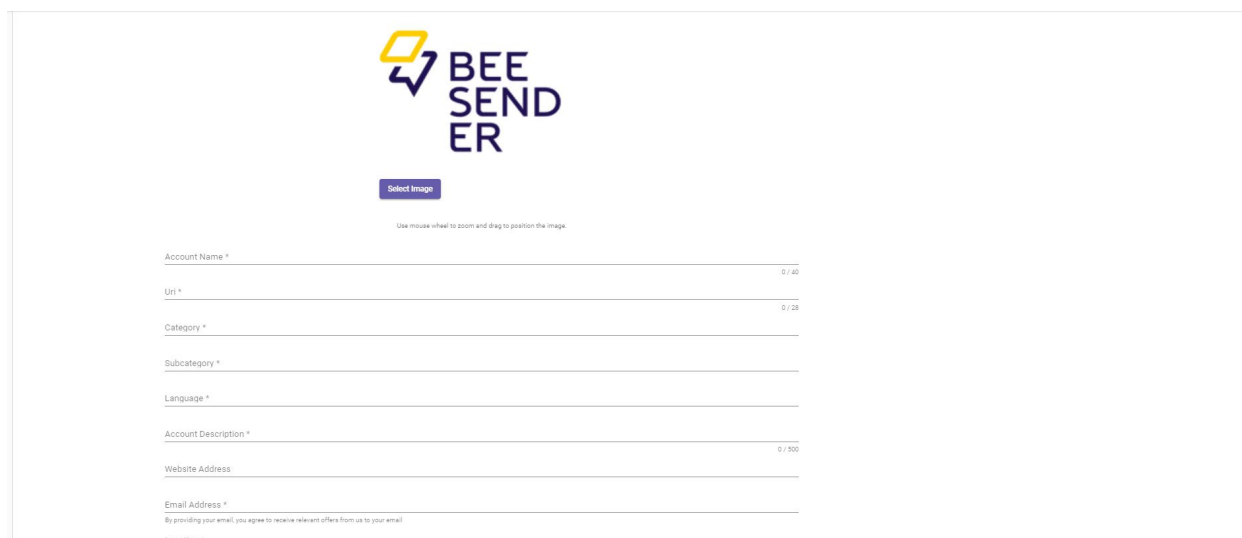


You need to remove country restrictions for group search ability and ability to write messages through messenger.

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.

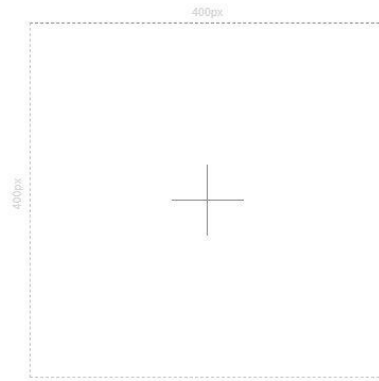


The screenshot shows the 'BEE SENDER' logo at the top, followed by a 'Select Image' button and a small instruction: 'Use mouse wheel to zoom and drag to position the image.' Below this are several form fields with asterisks indicating required fields: 'Account Name *' (0 / 40), 'Uri *' (0 / 28), 'Category *', '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

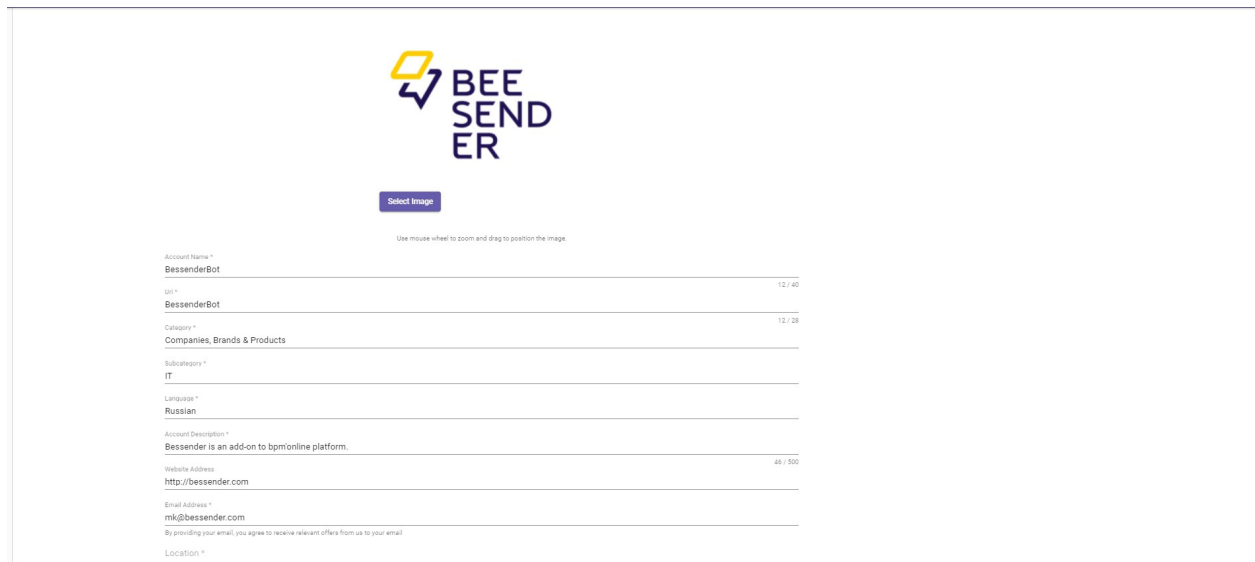
Website Address

Email Address *

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

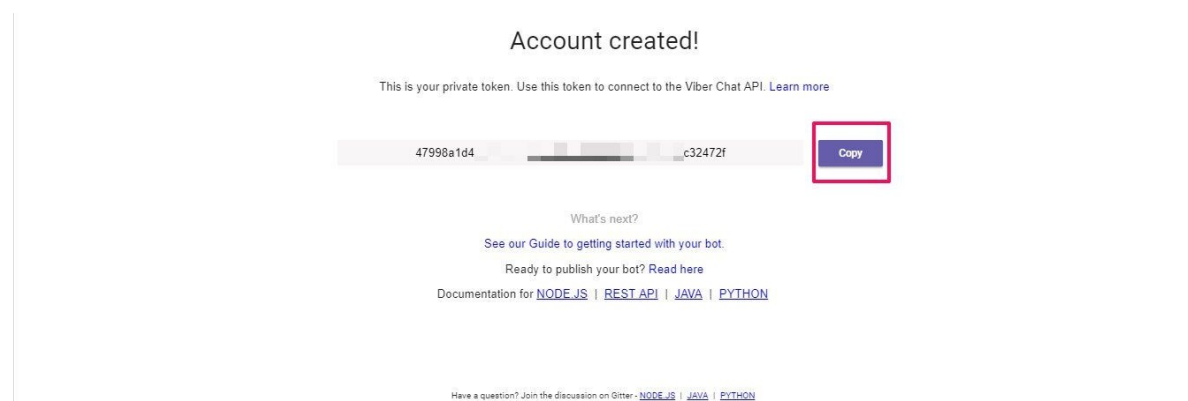
Location *

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



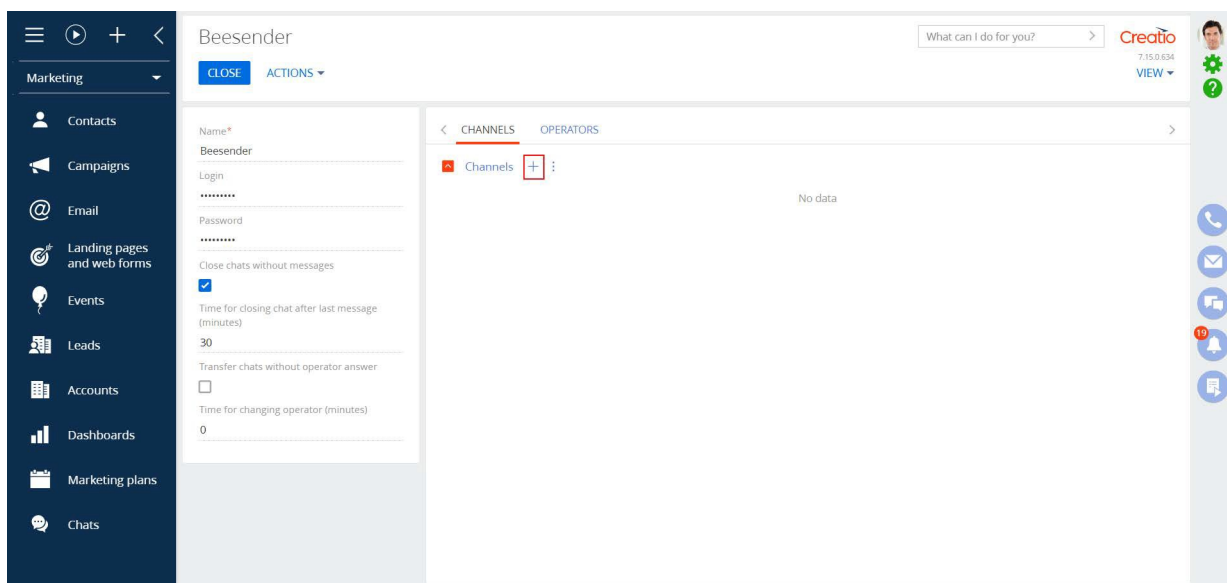
The screenshot shows the Bee Sender account creation interface. At the top is the Bee Sender logo, which consists of a yellow speech bubble icon and the text 'BEESENDER' in blue. Below the logo is a 'Select Image' button. A small instruction reads 'Use mouse wheel to zoom and drag to position the image.' The form contains several fields: 'Account Name' with the value 'BessenderBot' (12 / 40), 'User' with the value 'BessenderBot' (12 / 28), 'Category' with the value 'Companies, Brands & Products', 'Subcategory' with the value 'IT', 'Language' with the value 'Russian', 'Account Description' with the value 'Bessender is an add-on to bpmonline platform.' (48 / 500), 'Website Address' with the value 'http://bessender.com', 'Email Address' with the value 'mk@bessender.com', and a 'Location' field. A small note below the email field states 'By providing your email, you agree to receive relevant offers from us to your email.'

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.

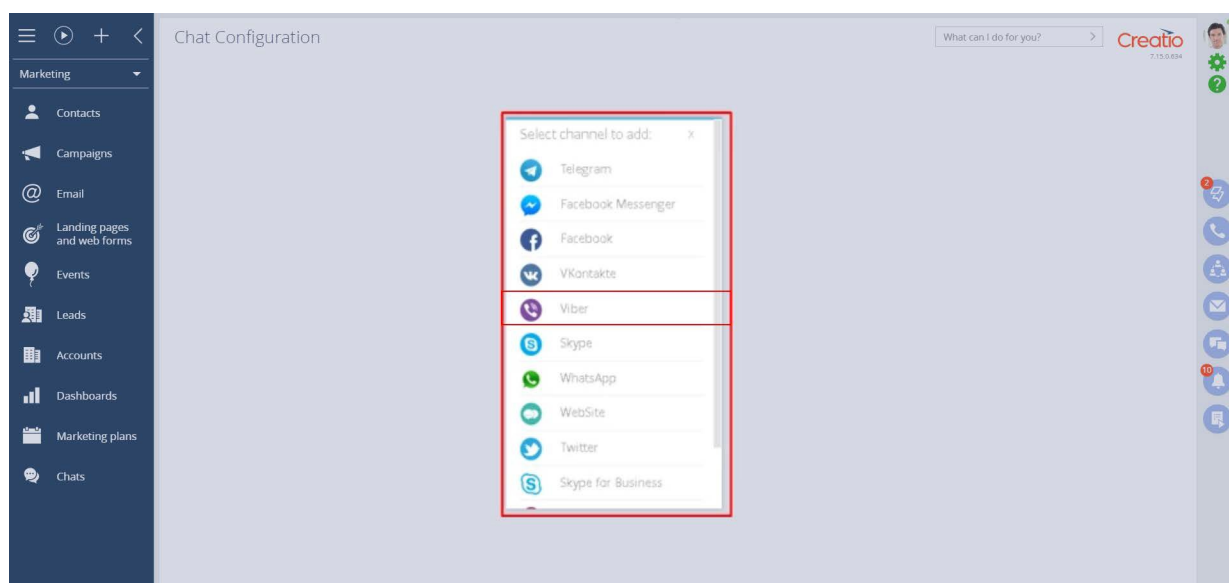


The screenshot shows the 'Account created!' confirmation screen. At the top, it says 'Account created!'. Below this, a message reads 'This is your private token. Use this token to connect to the Viber Chat API. [Learn more](#)'. The token itself is displayed as '47998a1d4' followed by a series of grey squares and then 'c32472f'. To the right of the token is a blue 'Copy' button, which is highlighted with a red rectangle. Below the token, there are links for 'What's next?', 'See our Guide to getting started with your bot.', 'Ready to publish your bot? [Read here](#)', and 'Documentation for [NODE.JS](#) | [REST API](#) | [JAVA](#) | [PYTHON](#)'. At the bottom, there is a link '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:

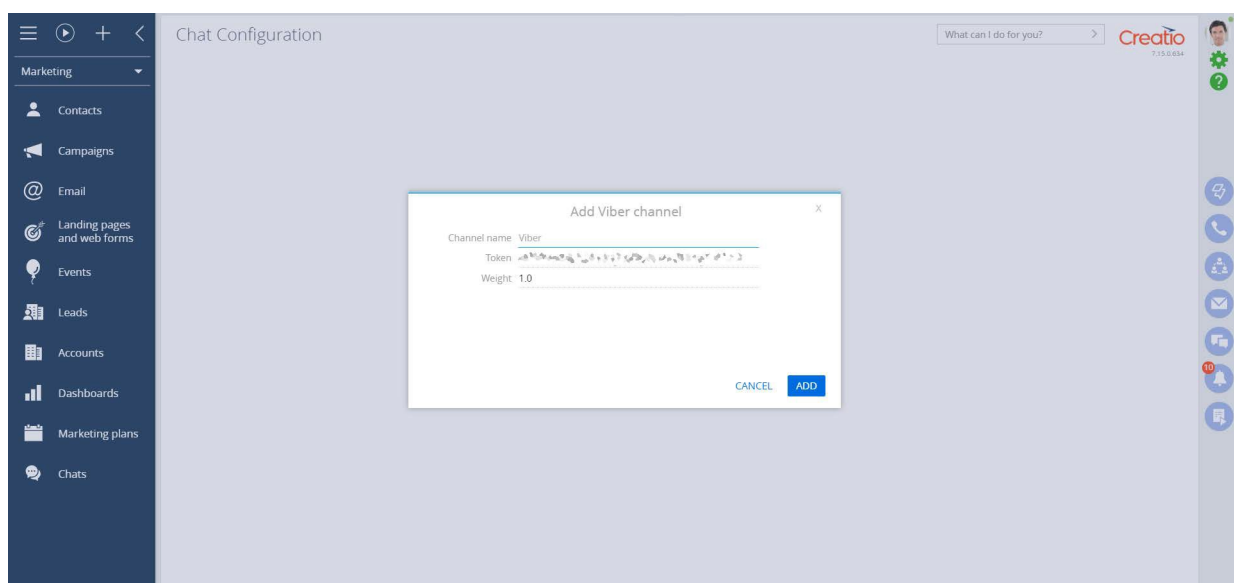
Channel name	The easiest way to name a channel according to its type (for example, "Telegram" or "Viber", if there are several channels with the same type, you can add a sequence number to each of them). You can give arbitrary names to channels.
Token	The value that was previously received from Viber.

Channel weight	Unit of chat weight. This parameter is required to adjust the load on the operator.
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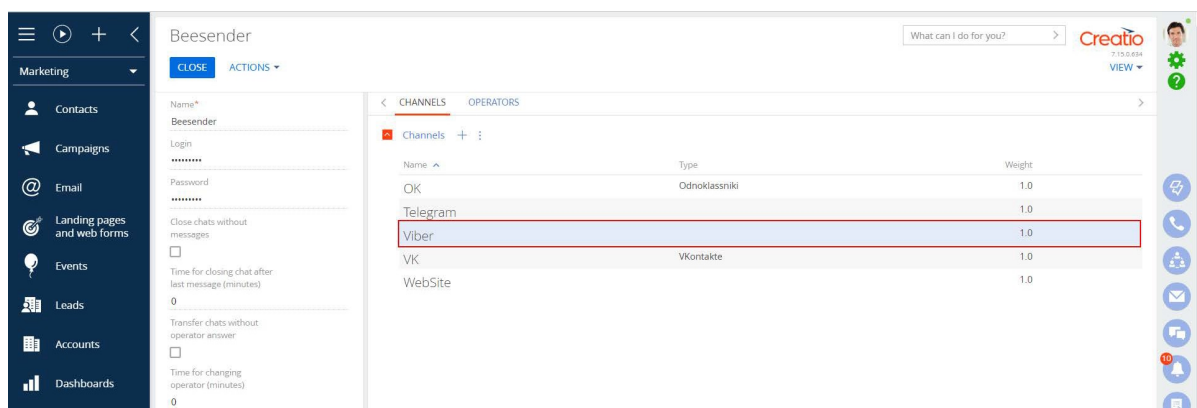
Thus, Operator can cope with two channels:

- 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)

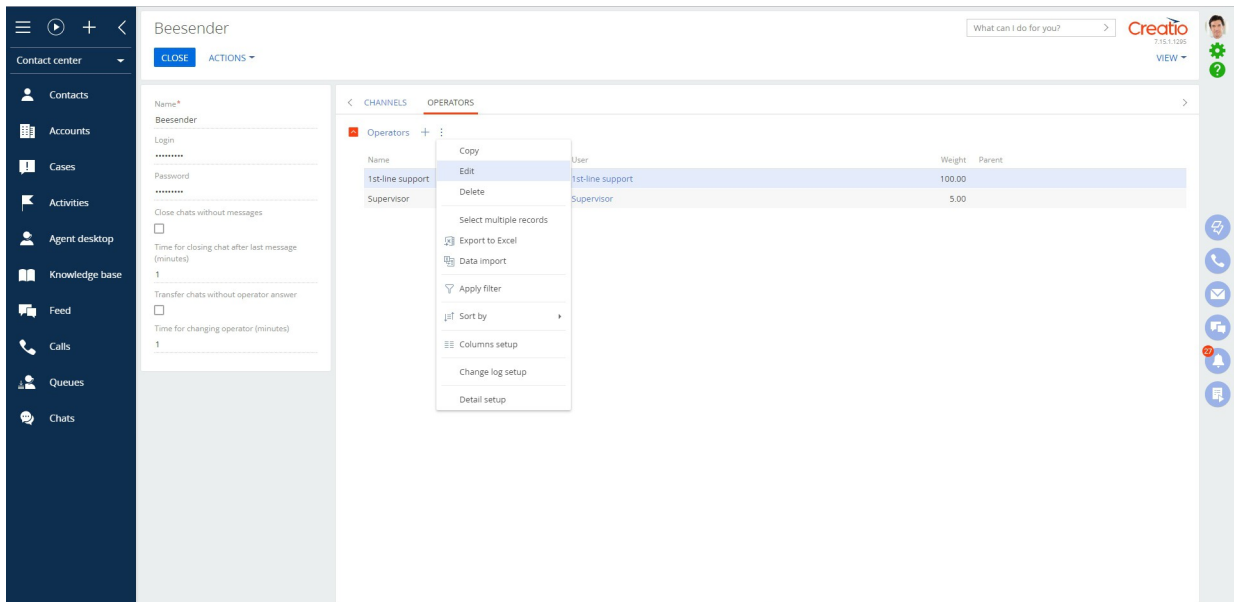
Viber has a weight of 2, Telegram - 1 and Skype - 3. - Operator has a weight of 5



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.

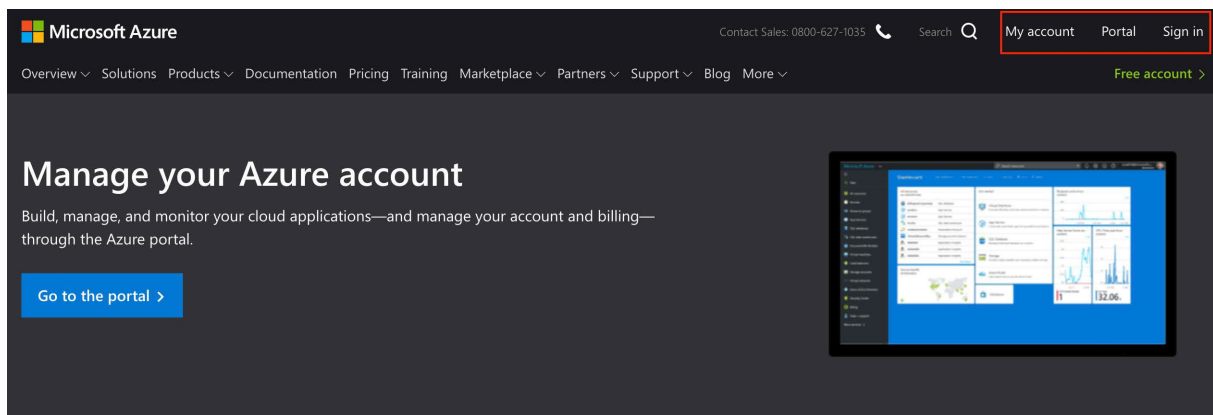
This completes the Viber configuration.

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**

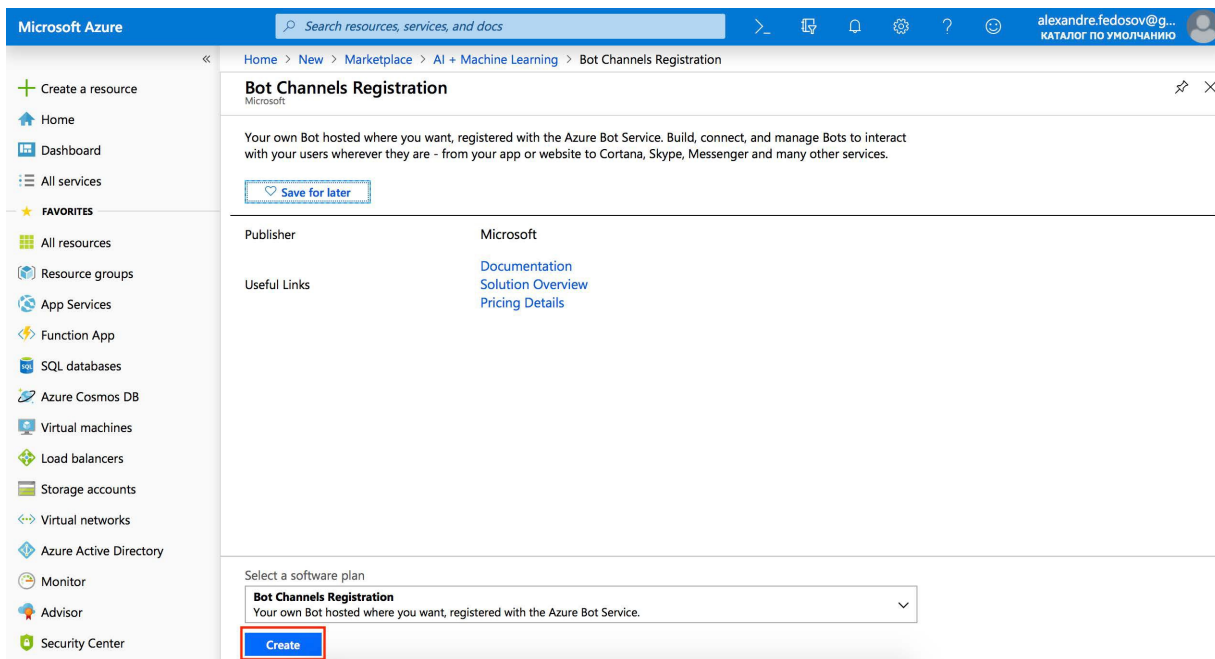
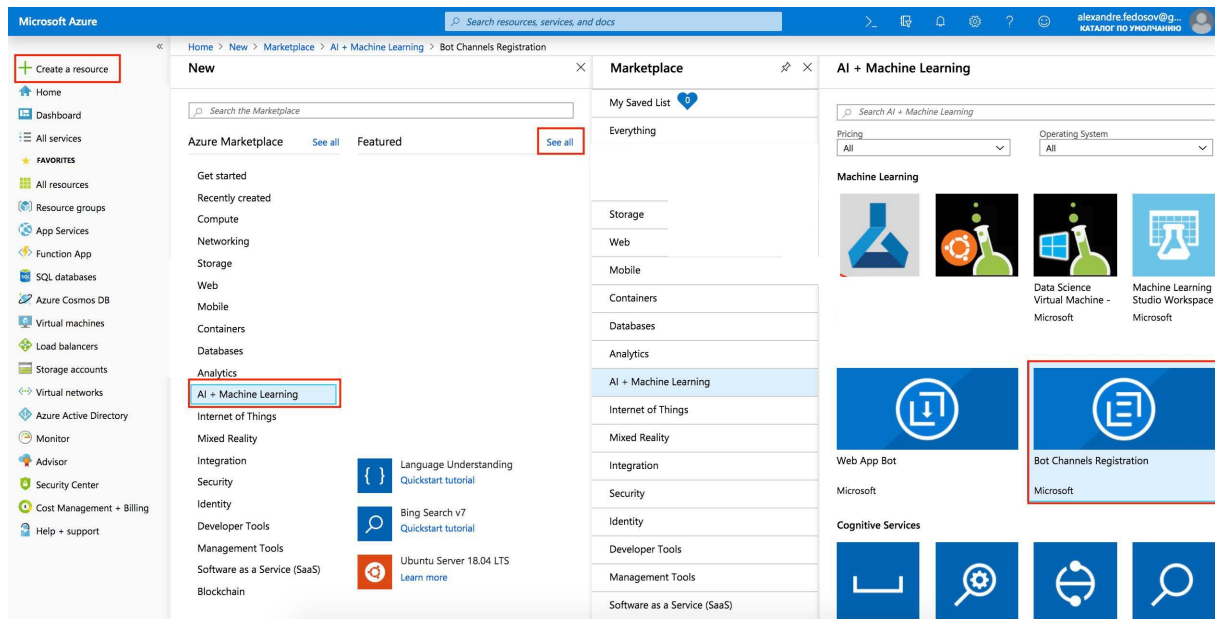
Skype

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.



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



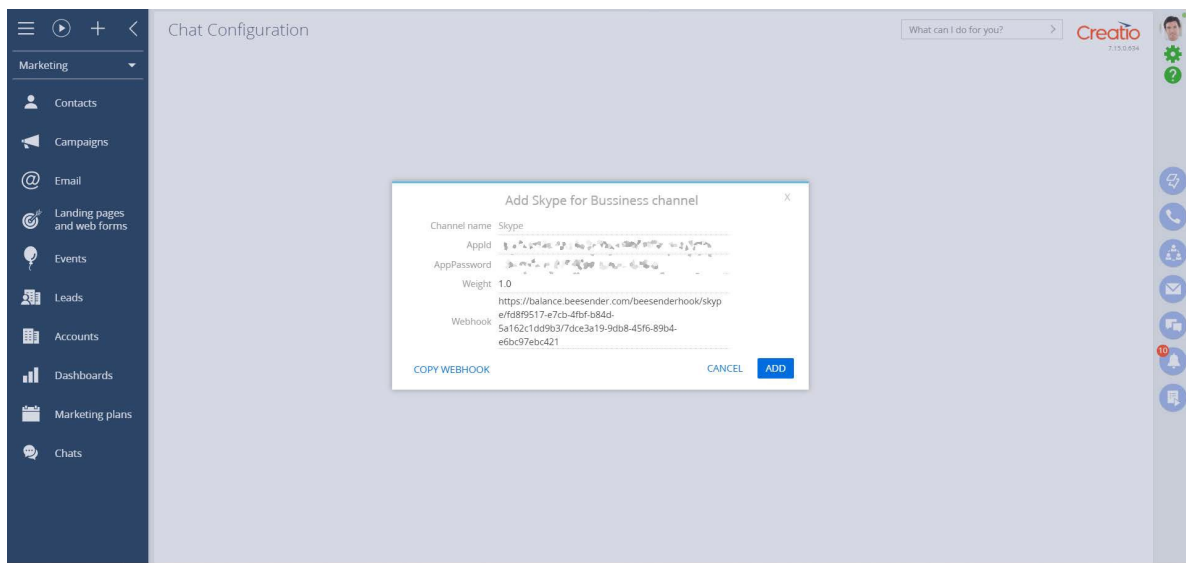
4. After choosing "Create", "Bot Channels Registration" window appears where you should fill in the information fields:

The screenshot shows the Microsoft Azure portal interface. The top navigation bar includes the Microsoft Azure logo, a search bar, and user information for alexandre.fedosov@g... with the text КАТАЛОГ ПО УМОЛЧАНИЮ. The breadcrumb trail indicates the path: Home > All resources > New > Marketplace > AI + Machine Learning > Bot Channels Registration > Bot Channels Registration. The left sidebar contains navigation options like 'Create a resource', 'Home', 'Dashboard', 'All services', and a 'FAVORITES' section with various Azure services. The main content area is titled 'Bot Channels Registration' and contains the following fields:

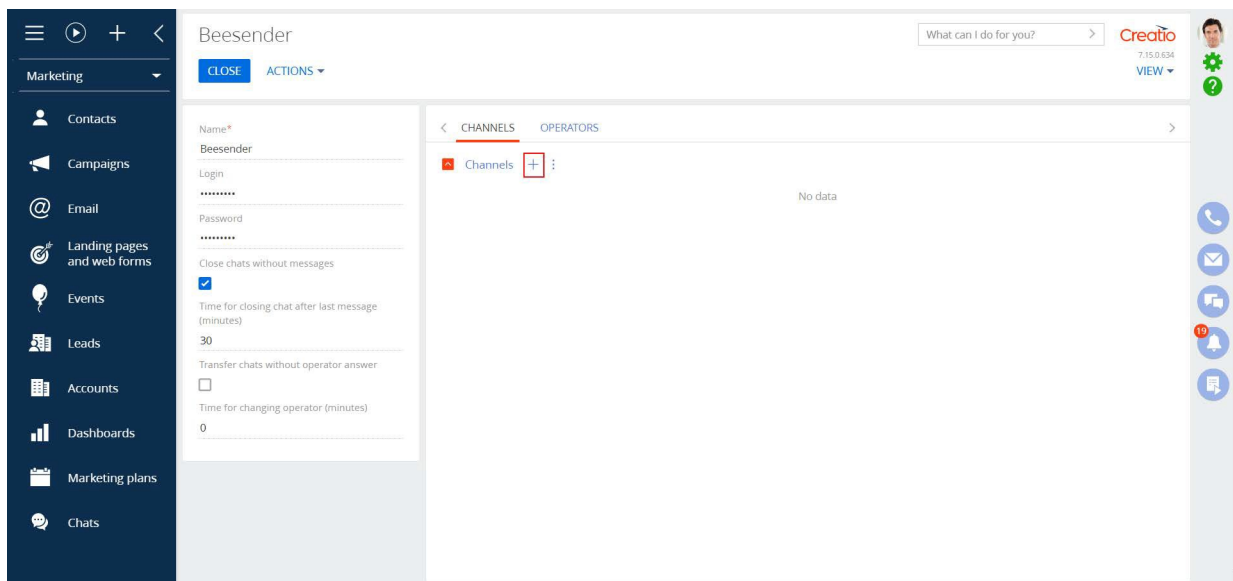
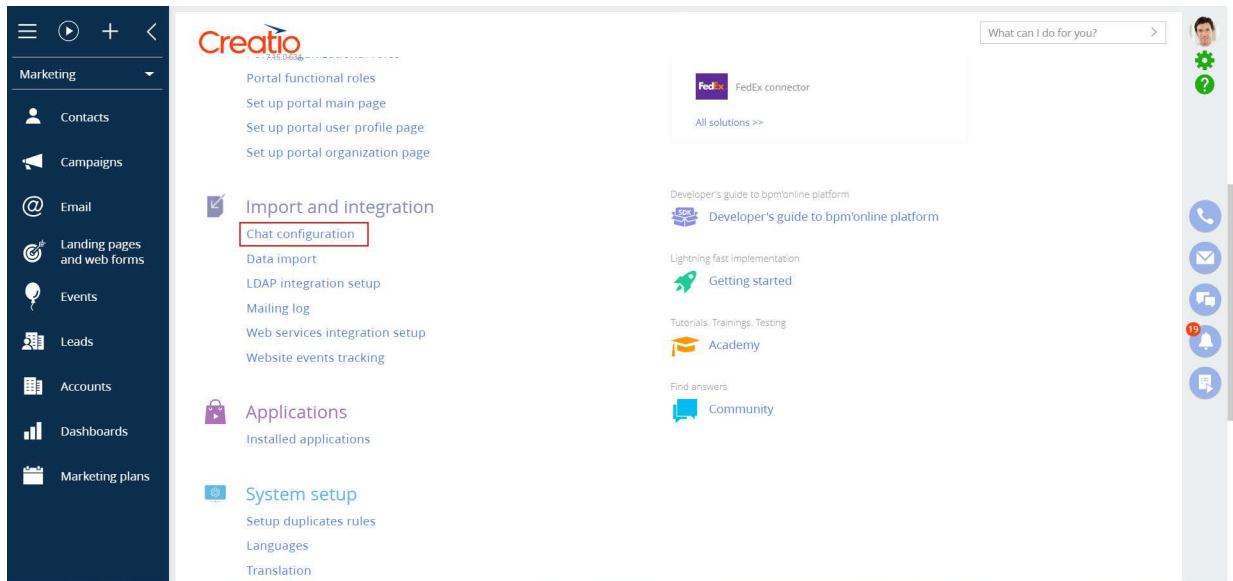
- Bot name:** Test2019Bot (with a green checkmark)
- Subscription:** Free Trial (dropdown menu)
- Resource group:** (New) Test2019Bot (dropdown menu, with a 'Create new' link below it)
- Location:** West Europe (dropdown menu)
- Pricing tier:** (View full pricing details) / F0 (10K Premium Messages) (dropdown menu)
- Messaging endpoint:** https://connector.beesender.com/beesen... (with a green checkmark)
- Application Insights:** On (button) / Off (button)
- Microsoft App ID and password:** Auto create App ID and password (dropdown menu)

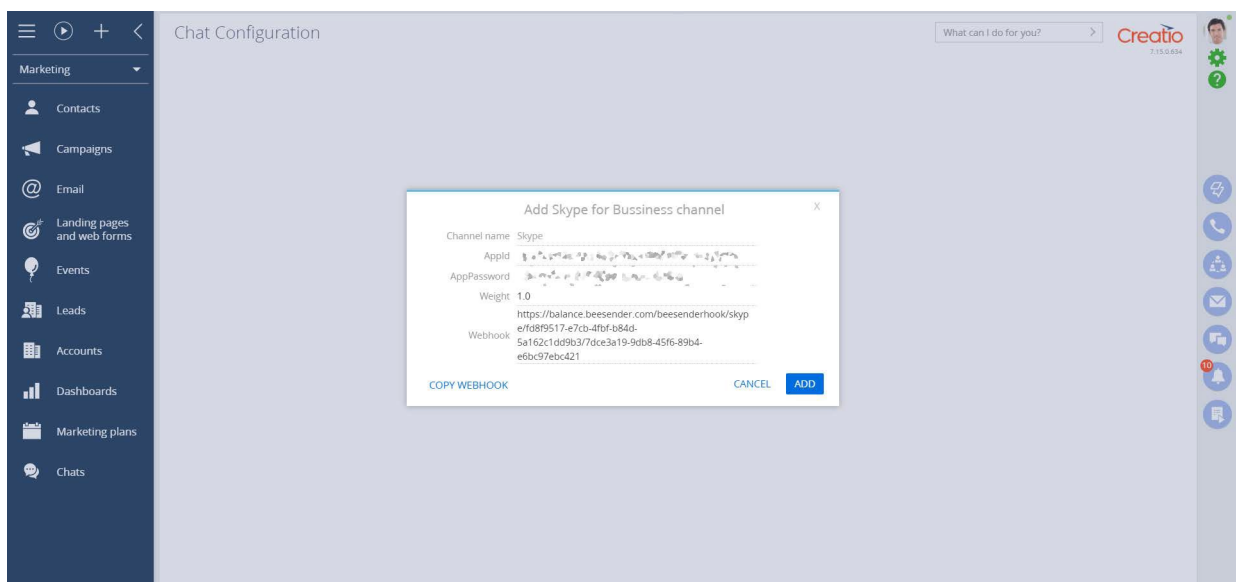
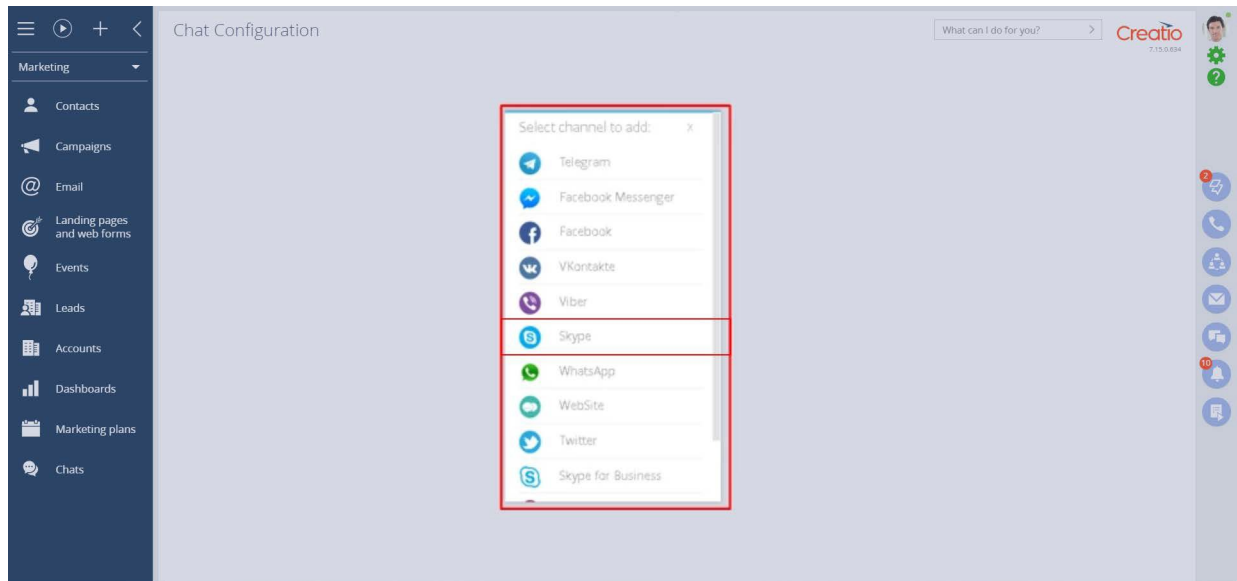
At the bottom of the form, there is a 'Validating...' status indicator.

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

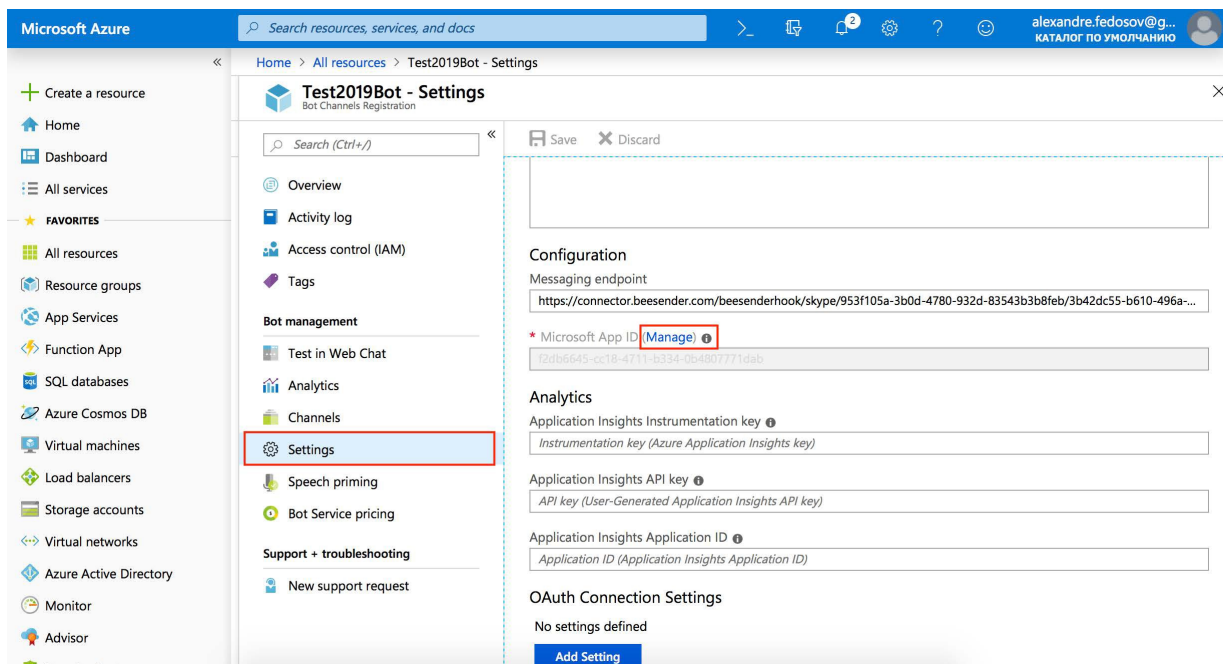


Steps to create channel in Creatio:

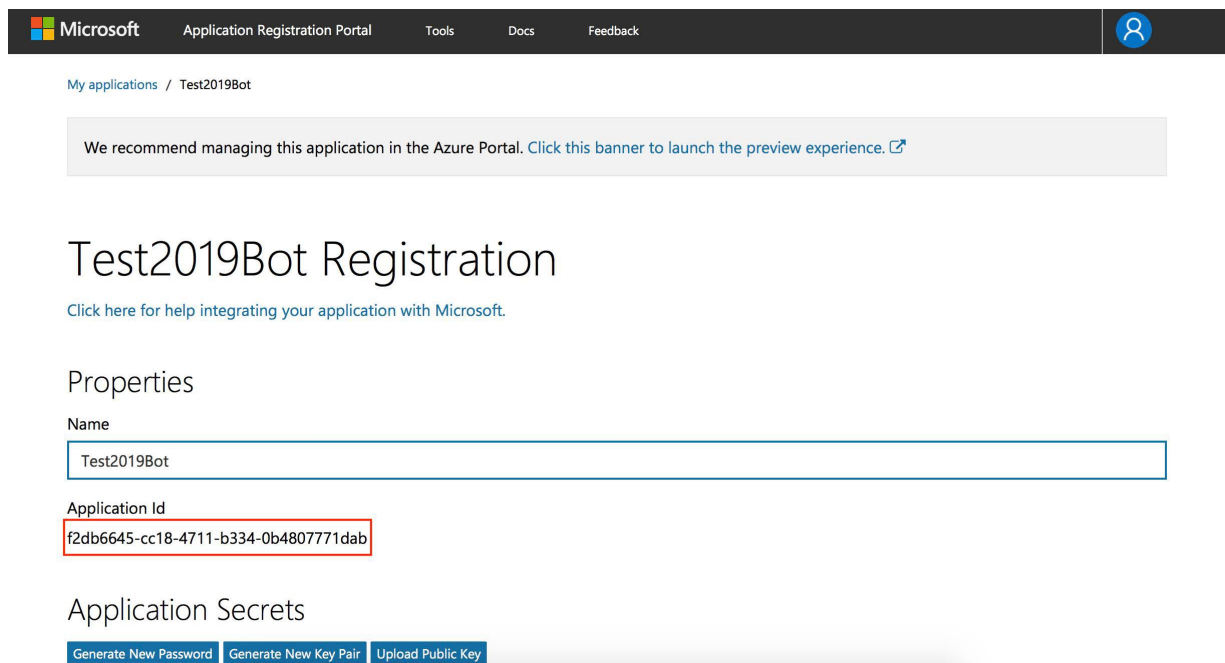




5. Now you need to get your AppId and AppPassword of created Bot.

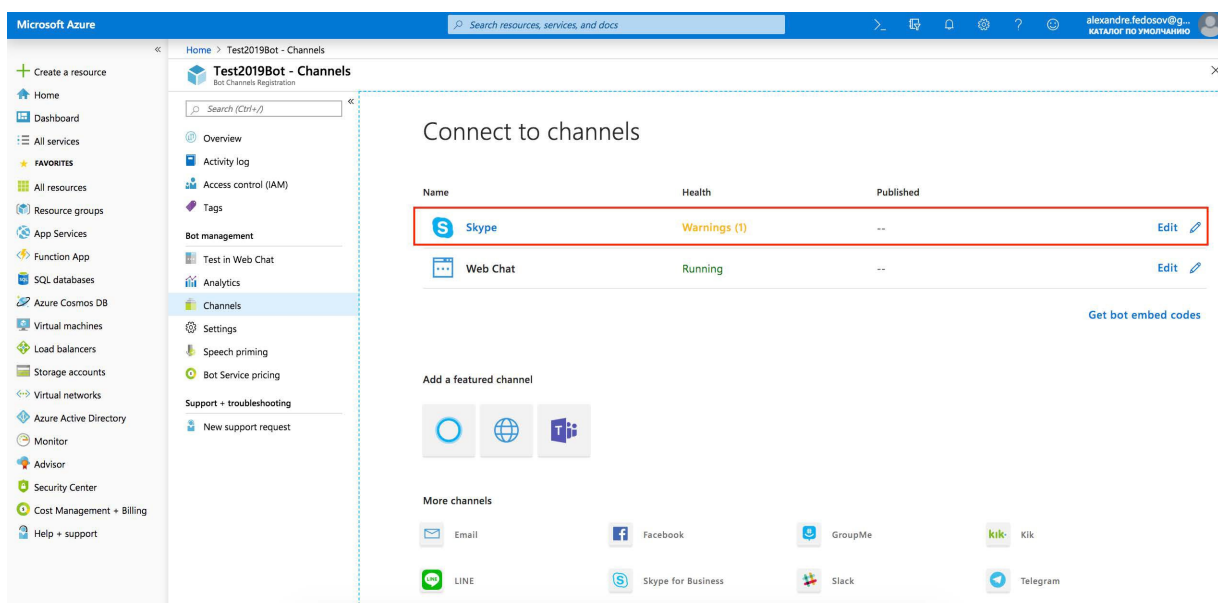
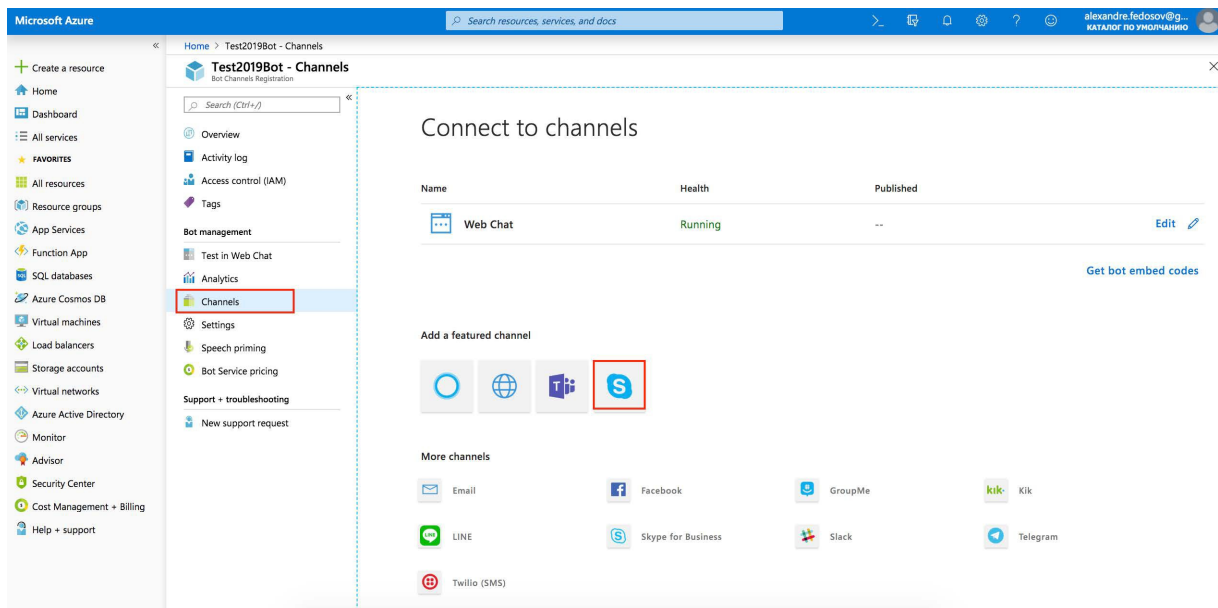


A new window appears, where you probably need to log in again. After entering password you will see application managing window.



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.

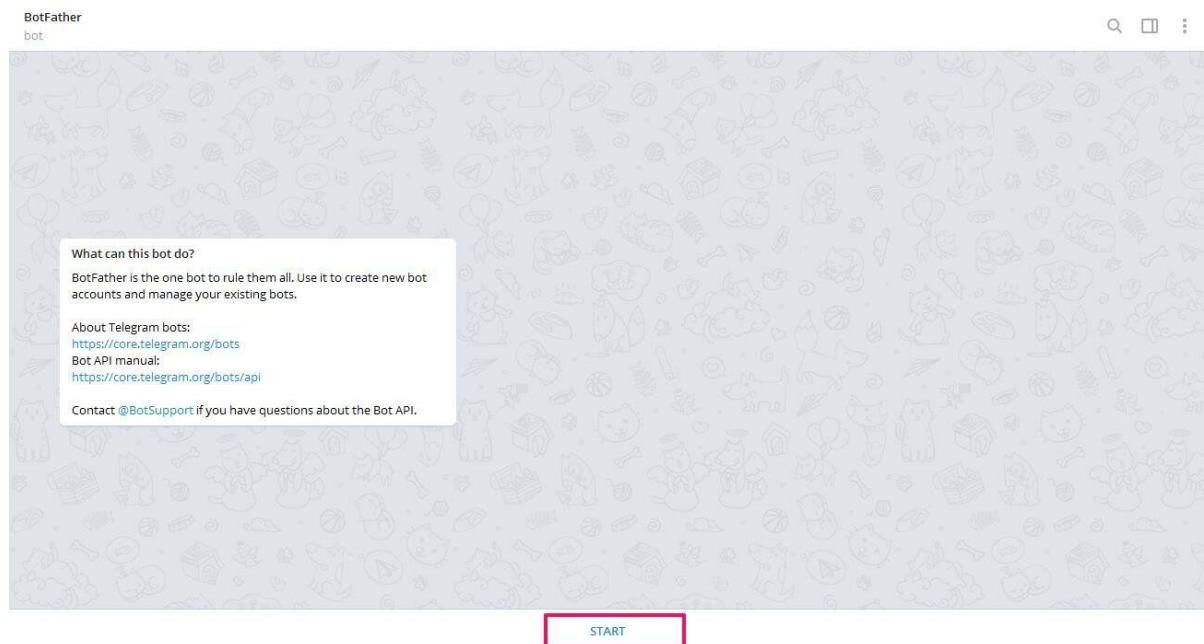
7. Use your AppId and AppSecret in Creatio during adding Skype channel, channel weight and press "Add" button.

Telegram

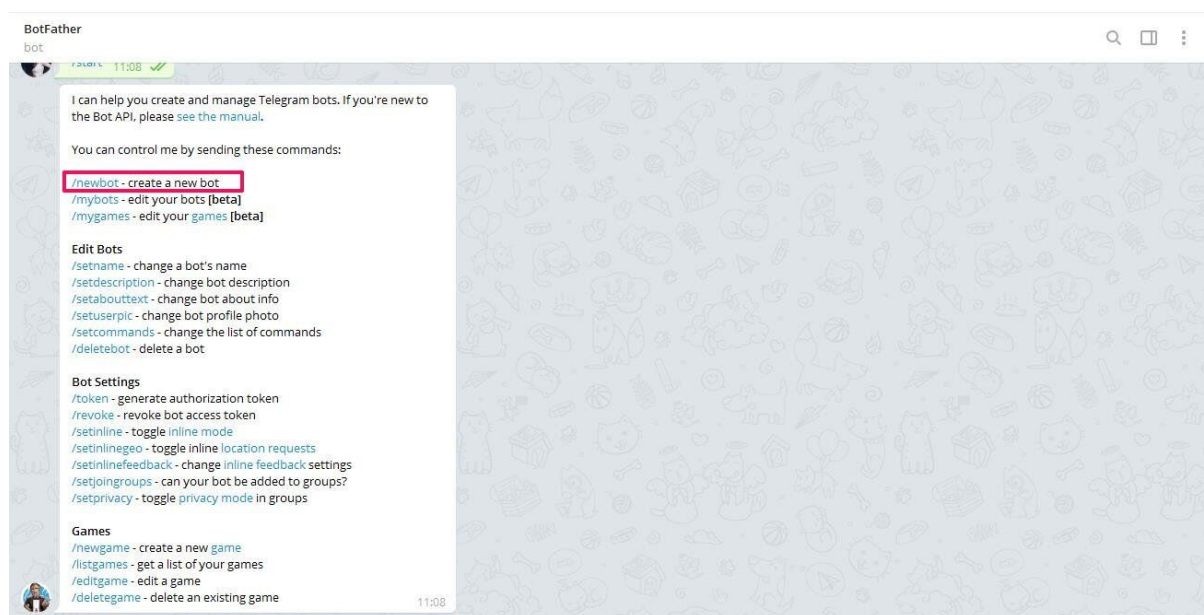
Step 1. Creating a Telegram bot account

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.



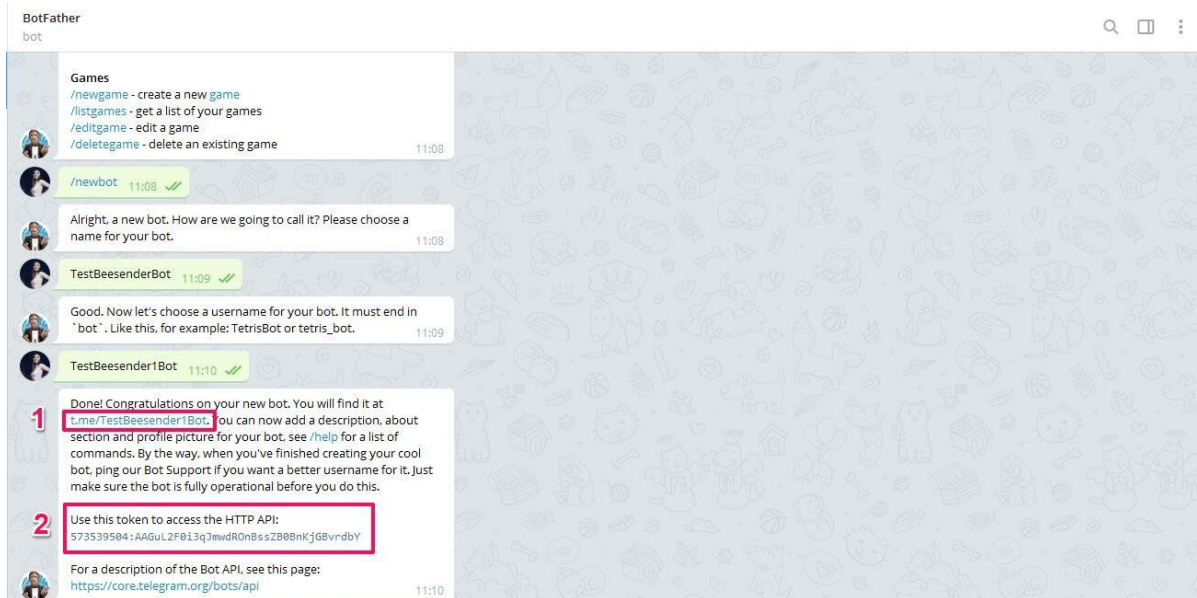
The bot will offer a list of various commands. In order to create a new bot, you must click on the **/newbot** command or type this command in the input field.



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.

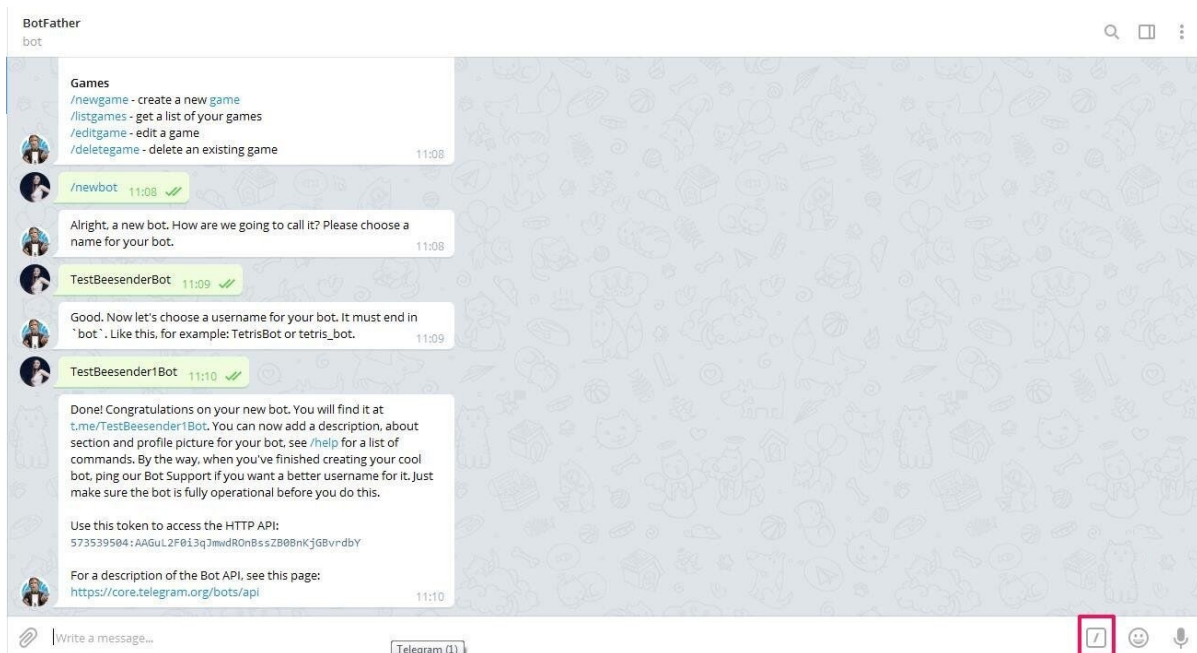
After filling in all the fields, a message will be received with reference to this bot (1) and its token (2).

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

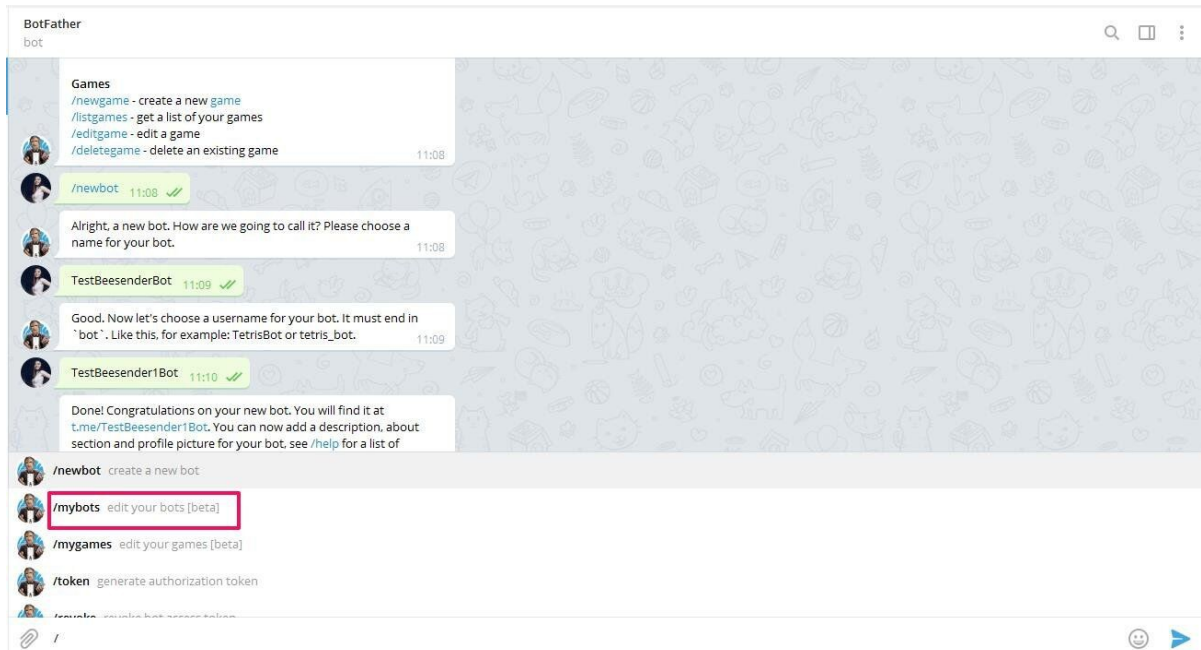


Now bot is created.

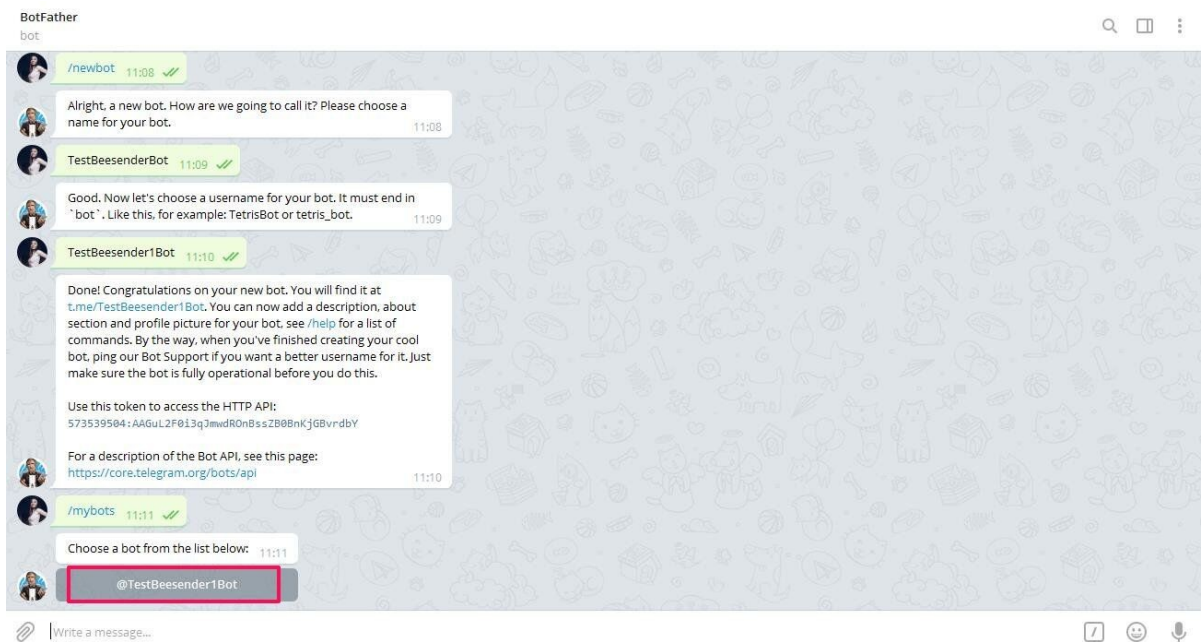
However, it is possible to view or correct some information of the bot. To do this, click marked button on the screenshot or enter "/" in the input field.



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.

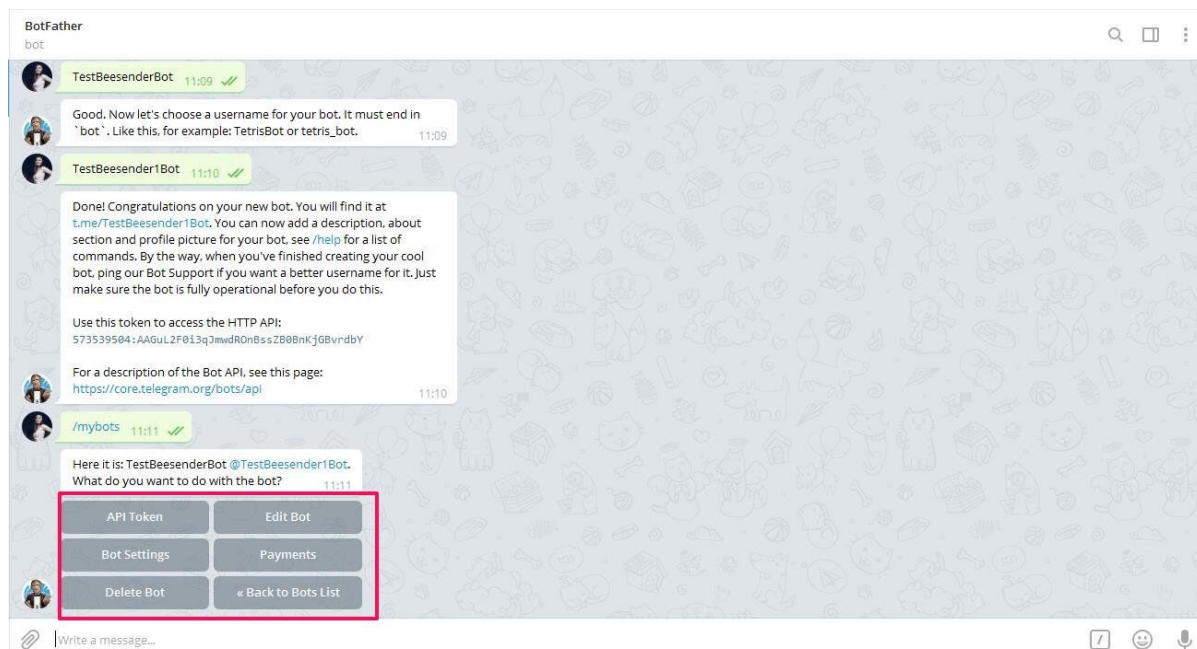


After calling the "mybots" command, a list of the bots you have created will appear and you will need to click on the one you need to start changing or viewing any information from this bot.



In the appeared menu select one of the proposed buttons:

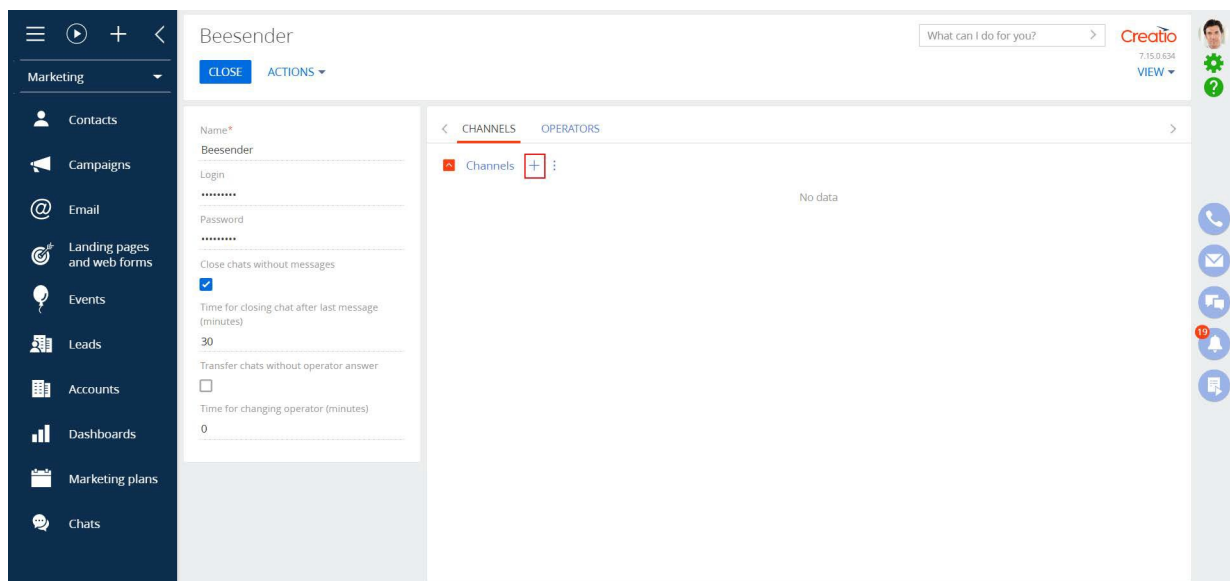
API Token	allows you to view the token of the bot, as well as withdraw it when necessary.
Edit Bot	the ability to change some information of this bot (name, image of the bot account, etc.).
Bot Settings	bot account settings.
Payment	binding payments for the bot.
Delete Bot	remove the bot.
<<Back to Bots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



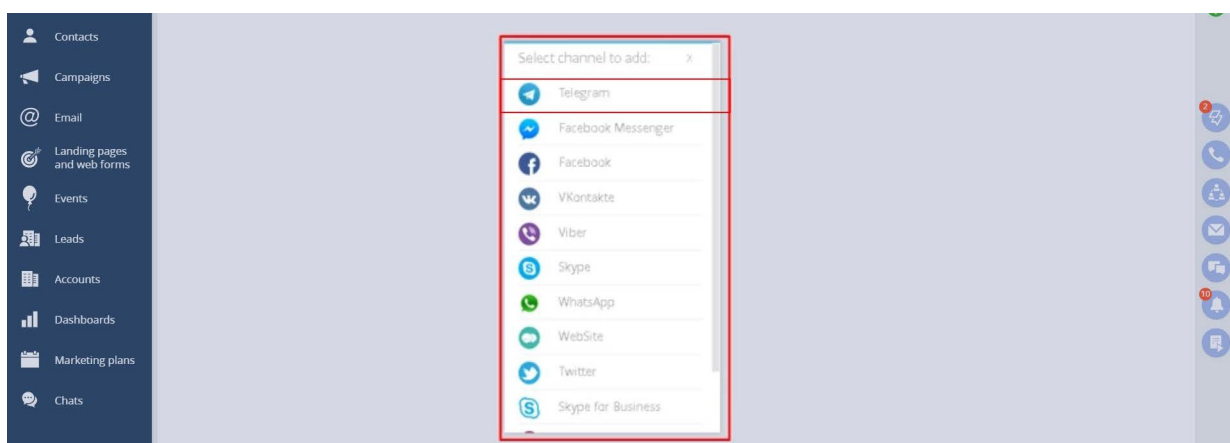
Step 2. Adding a Telegram channel to the system.

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.



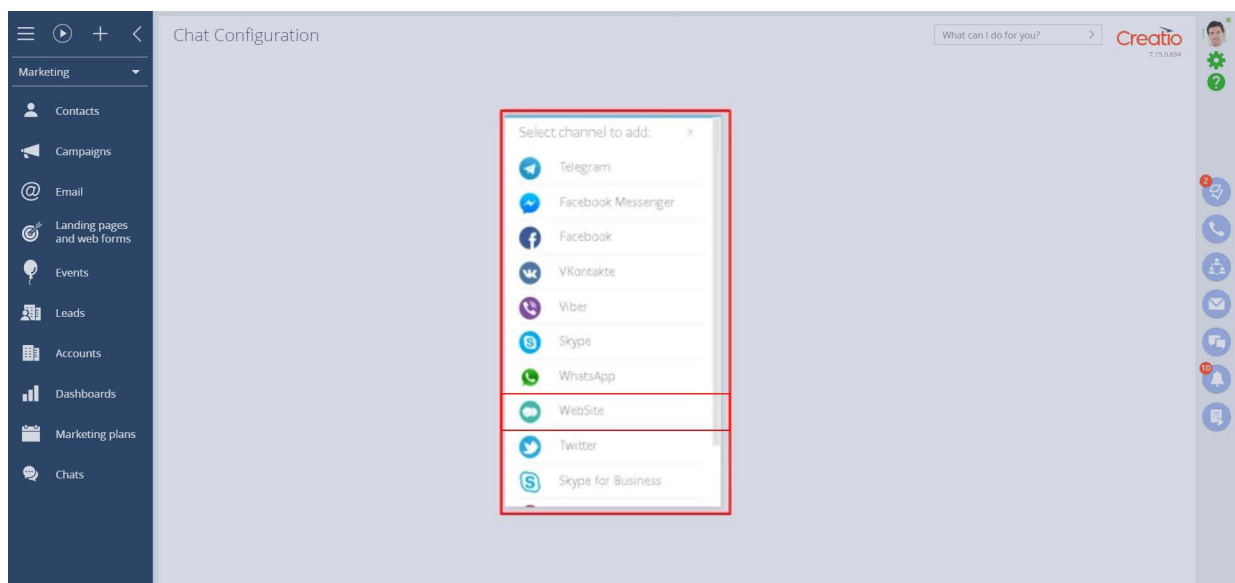
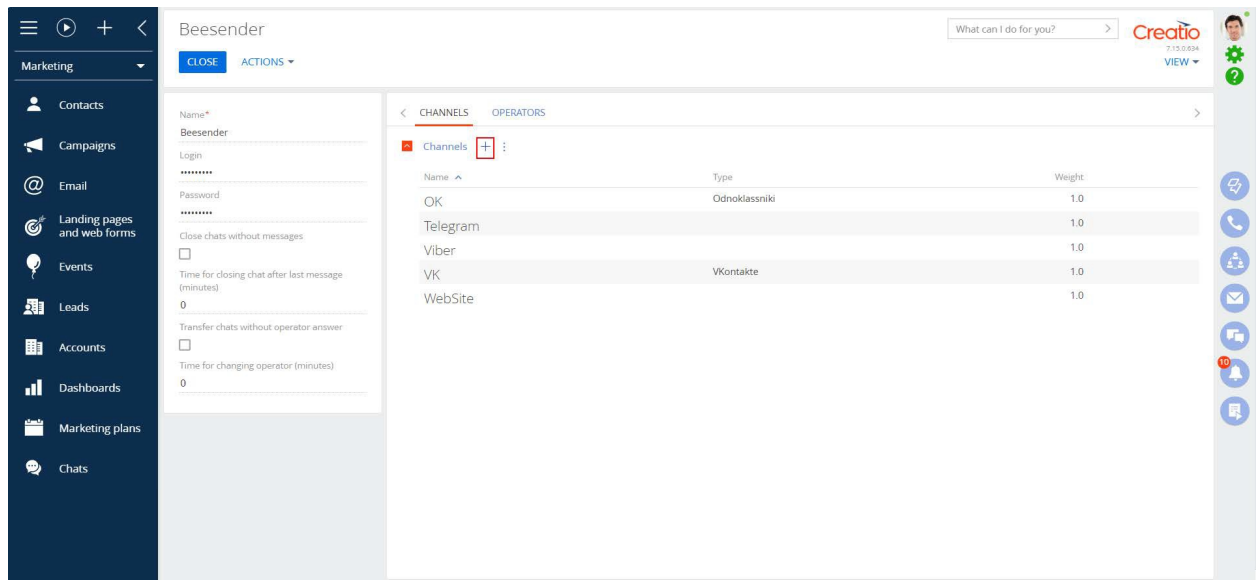
Fill in the following fields:

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

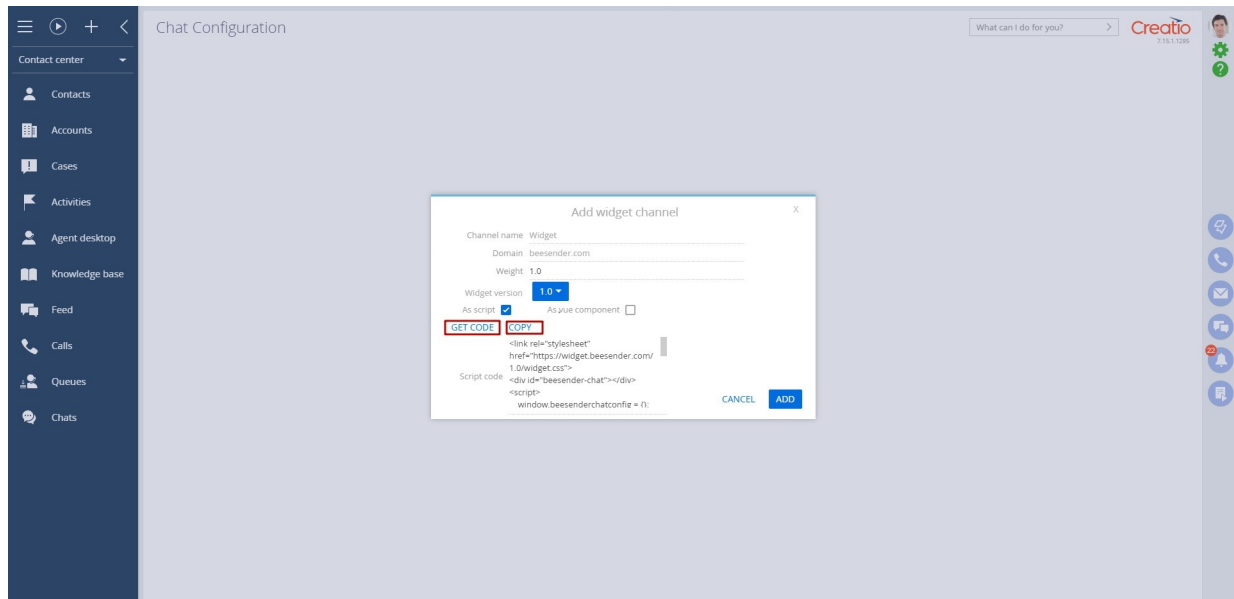
In order to add a channel to the system, you need to go to the section "setting up chats" in the "system Designer". Next, you need to click on the "+" in order to add a new channel.



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:

```

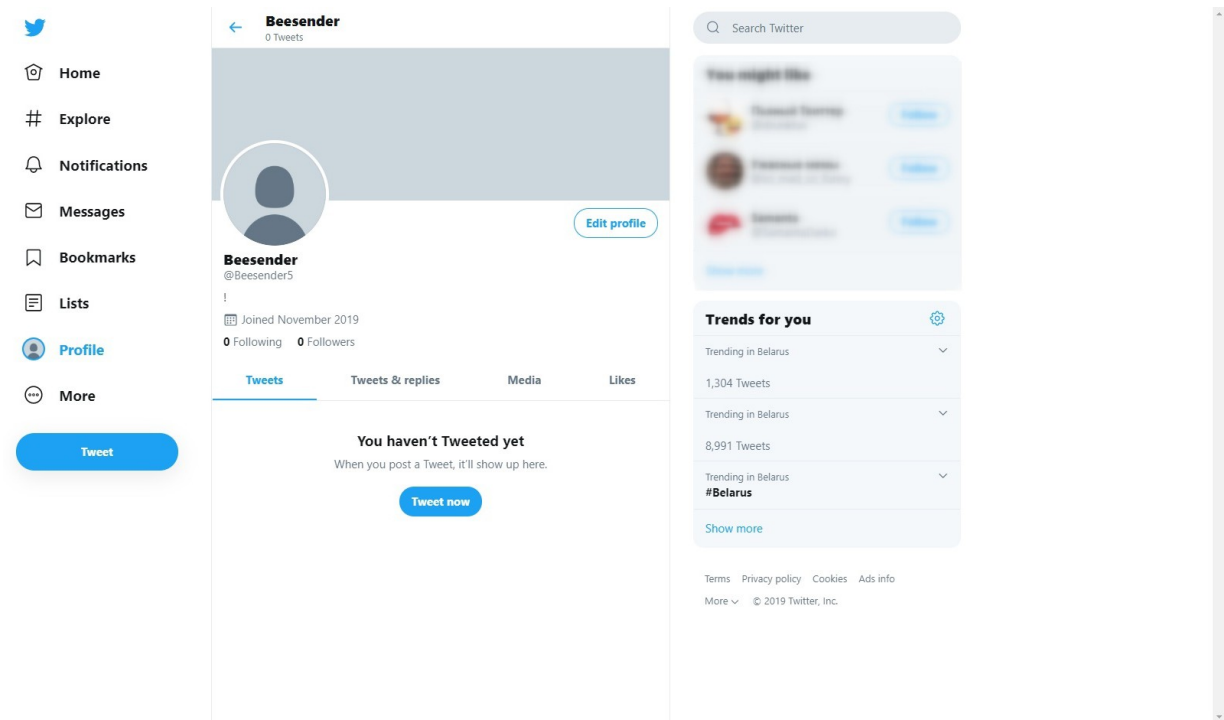
<link rel="stylesheet" href="https://widget.beesender.com/prod/widget.css">
<div id="beesender-chat"></div>
<script> window.beesenderchatconfig = {};
window.beesenderchatconfig.channelId = '0b5190ec-4ea4-4335-991e-1e2163760443';
window.beesenderchatconfig.connectorUrl = 'https://connector.beesender.com';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

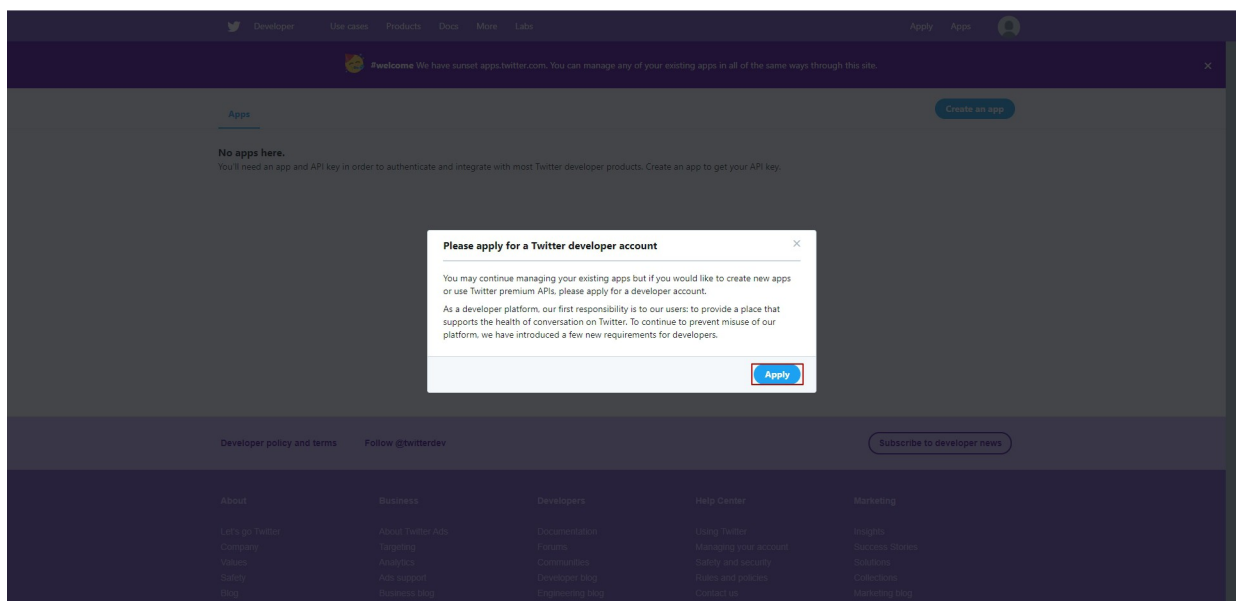
Twitter

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 12 reasons, each with an icon and a radio button. The 'Exploring the API' option is selected, indicated by a red border and a green checkmark. At the bottom right, a blue 'Next' button is highlighted with a red box.

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
- Building consumer products
- Build customized solutions in-house
- Publishing ads programmatically
- Making a bot
- Building tools for Twitter users
- Exploring the API (Selected)

Other reasons:

- Doing academic research
- Teaching
- Student
- Embedding Tweets on a website
- Doing something else

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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. On the left, a purple sidebar contains a 'Key things to keep in mind' section. The main area has a text input field for 'In your words' and a section for 'The specifics'. The 'In your words' section contains a text box with a sample response. The 'The specifics' section has a toggle switch for 'Are you planning to analyze Twitter data?'. At the bottom right, 'Back' and 'Next' buttons are visible.

Get access to the Twitter API
Twitter @username > **Intended use** > Review > Terms

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.

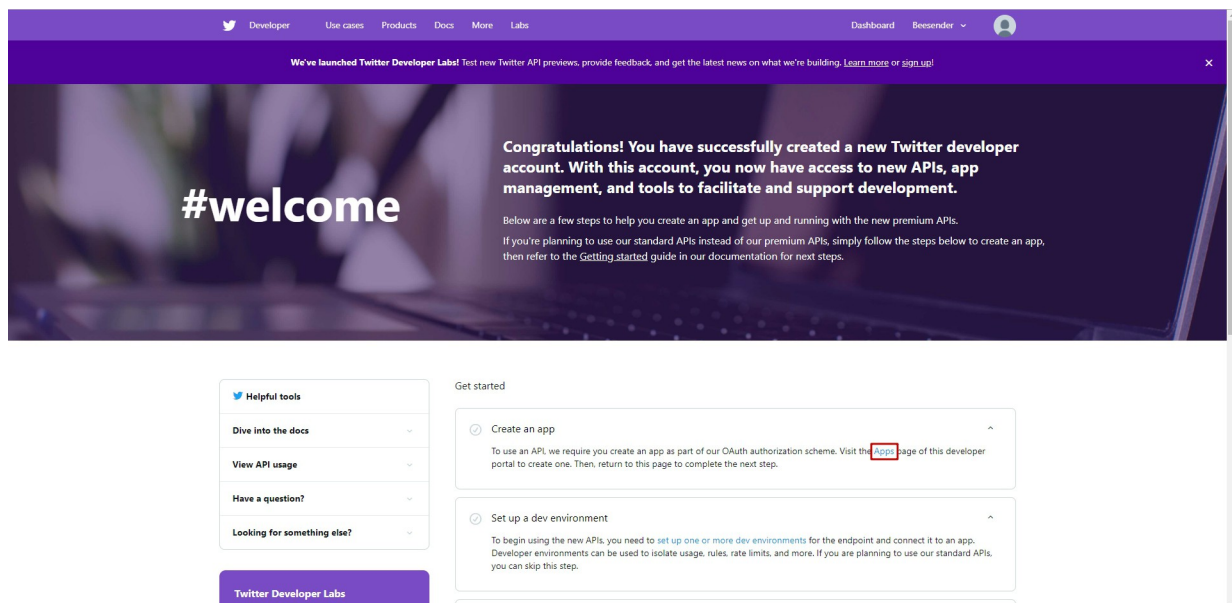
How will you use the Twitter API or Twitter data?
All fields are required unless marked optional

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.

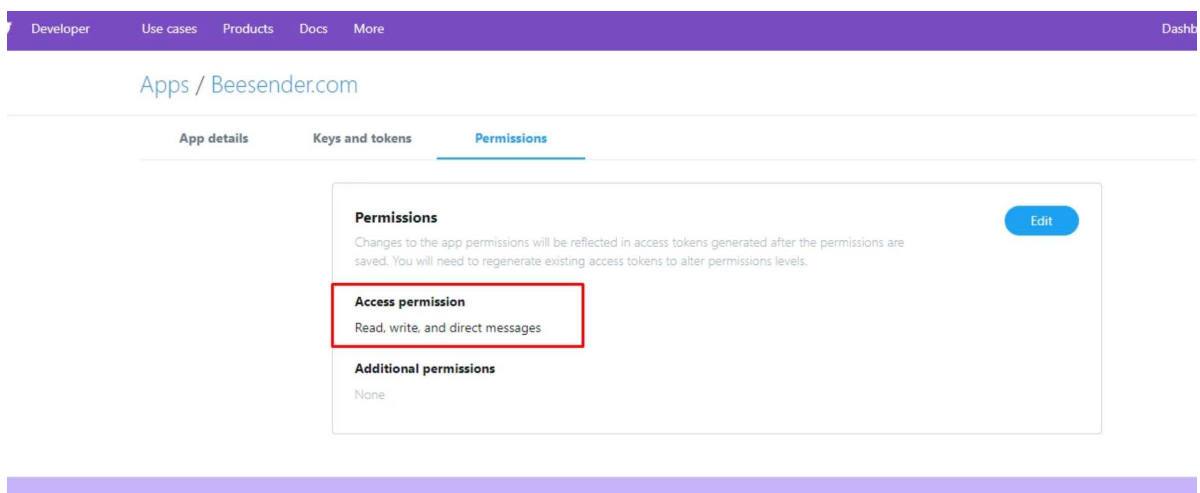
The specifics
Please answer each of the following with as much detail and accuracy as possible. Failure to do so could result in delays to your access to the Twitter developer platform or rejected applications.
Are you planning to analyze Twitter data? ☐ No

Back **Next**

You can create an application after you receive confirmation.

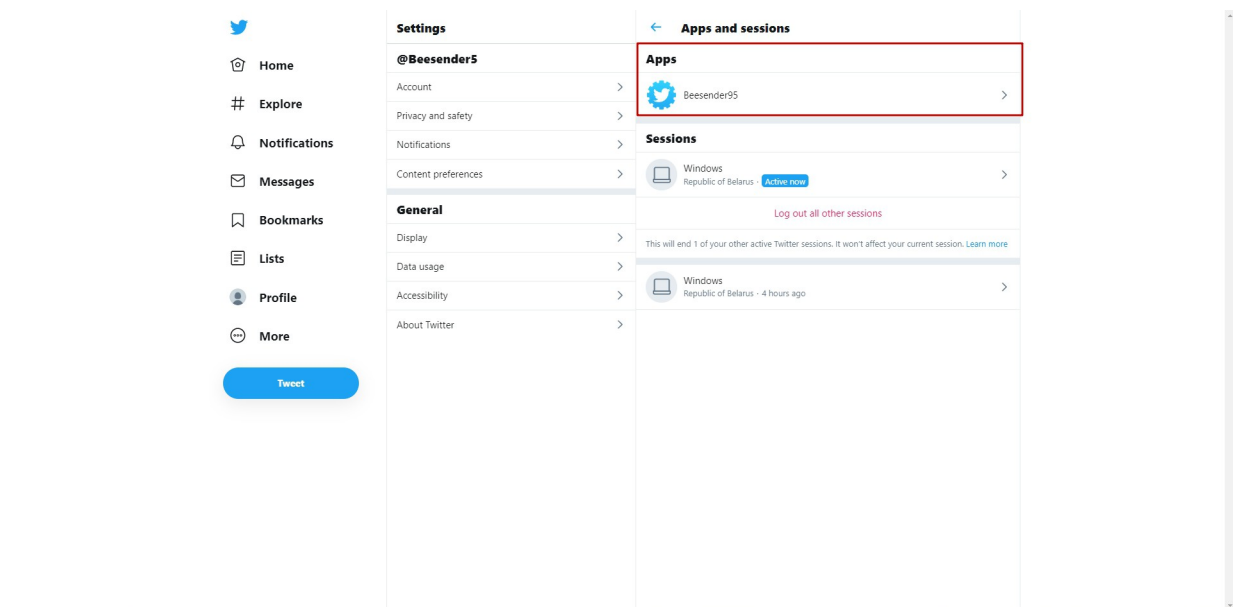


Fill in all the required fields and go to the Permissions tab, in the "Access Permission" section, select "Read, write, and direct messages" tab.



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](#) [Links](#) [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 21st, 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

C6Bt5fNjywoXh5gAd26NV3 (API key)

HrGik7MVXTCaeUmkZuQrZE121oq5eOP2ZZXhZEqrIT8o0Q (API secret key)

[Regenerate](#)

Access token & access token secret

119923078524248832-kLo1Nb8VmdZJ1tsBMFlqmGserD2d (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.' and two main sections. The 'Consumer API keys' section has input fields for '(API key)' and '(API secret key)', with a 'Regenerate' button below. The 'Access token & access token secret' section has input fields for '(Access token)' and '(Access token secret)', with 'Read, write, and direct messages (Access level)' permissions listed below. There are 'Revoke' and 'Regenerate' buttons at the bottom of this section.

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' and features a search bar and a 'Creatio' logo. A modal dialog box titled 'Add twitter channel' is open in the center, containing input fields for 'Channel name', 'AccessToken', 'AccessSecret', 'ConsumerKey', 'ConsumerSecret', 'EnvironmentName', and 'Weight'. The dialog has 'CANCEL' and 'ADD' buttons at the bottom right.

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.