



# BSG connector for Creatio

User manual

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## 2 CONFIGURATION

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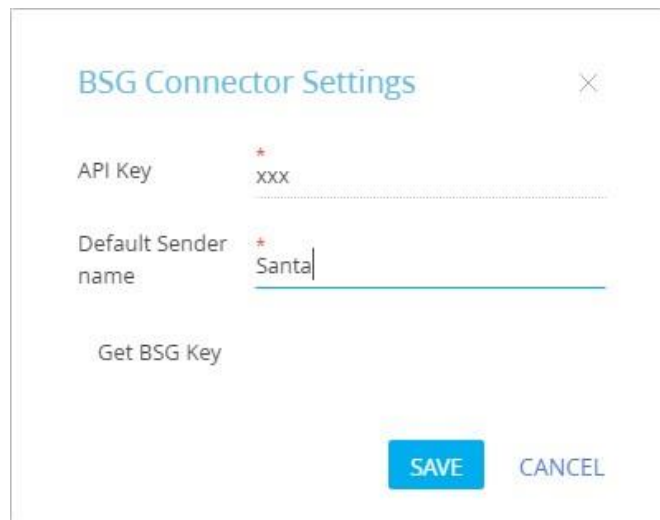
You need to configure BSG Connector before usage: specify API key and default sender name.

To reach configuration page for BSG Connector please go to "System Designer":

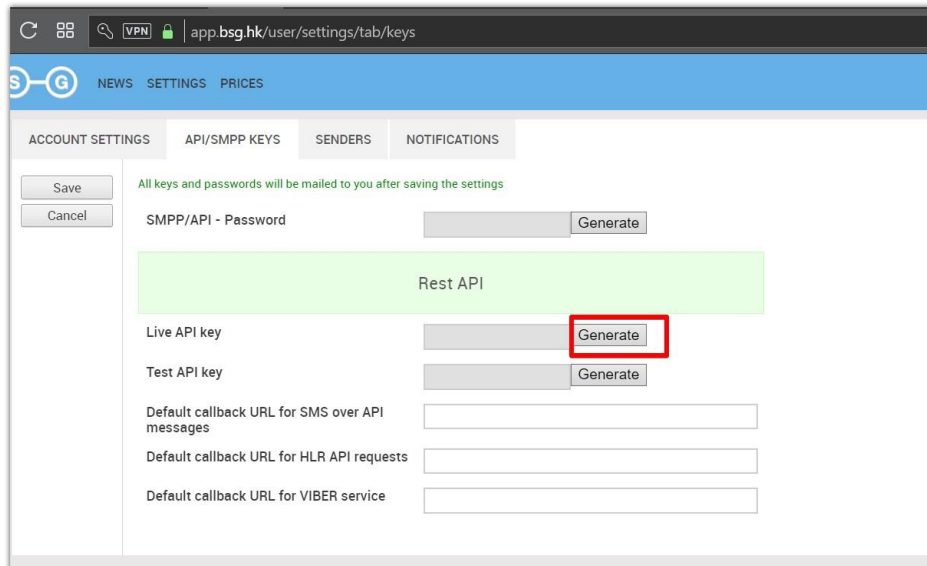
Then in 'Import and integration' section click on 'BSG Connector Settings' link:



The modal dialog with BSG Connector settings:

A screenshot of a modal dialog box titled "BSG Connector Settings" with a close button (X) in the top right corner. The dialog contains two input fields: "API Key" with a red asterisk and the value "xxx", and "Default Sender name" with a red asterisk and the value "Santa". Below the input fields is a button labeled "Get BSG Key". At the bottom of the dialog are two buttons: "SAVE" (in a blue box) and "CANCEL".

If you don't have API key for BSG service – please click on link 'Get BSG Key' and authenticate in BSG panel:



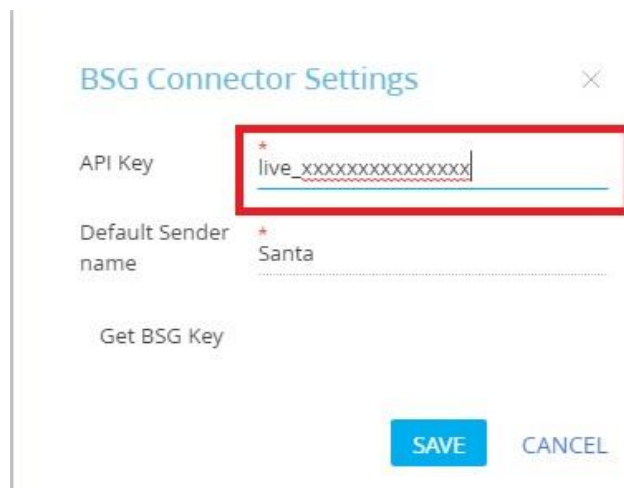
Press 'Generate' button and copy received API key:

**live\_10mLRXzXXXXXXXXXX** – for production

or

**test\_10mLRXzXXXXXXXXXX** – for testing

Put received key into 'API Key' input field:



and press 'Save' button.

On success you'll see the confirmation window.

There is also the direct link to connector's configuration page right from main form, but only if current user is administrator:

Contact\* Andrew Baker (sample) (+1 617 221 5187)


Tags Not filled in Encode to latin

Compose SMS text message.

70 characters left (1 SMS).

Templates [Link BSG Account](#)

[SEND SMS](#)



If connector was configured before – there will be a link to disconnect it from BSG Service instead:

Contact\* Andrew Baker (sample) (+1 617 221 5187)


Tags Not filled in Encode to latin

Compose SMS text message.

70 characters left (1 SMS).

Templates Balance [Unlink BSG account](#)

[SEND SMS](#)



## 3 USAGE

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Our BSG Connector is designed for commons use cases and has key features:

- single SMS delivery,
- mass delivery,
- message templates,
- template tags
- balance check
- count SMS messages

If your business require more specific features or you need advanced customization – feel fee to contact our support team [support@bsg.world](mailto:support@bsg.world)

### 3.1 SINGLE SMS DELIVERY

Main form for SMS sending is on 'BSG' tab, top section of selected contact page:

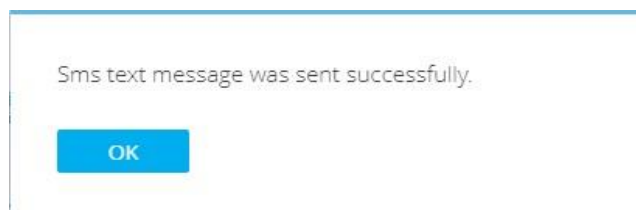
The screenshot displays a contact profile for Andrew Baker (sample) with a 100% completion bar and a timestamp of 6:01 AM, Boston. The contact details include: Full name: Andrew Baker (sample), Full job title: Specialist, and Mobile phone: +1 617 221 5187. On the right, the 'NEXT STEPS (0)' section shows communication icons for phone, email, chat, and a BSG icon (highlighted with a red box). Below these icons is a form for sending an SMS, with 'To' set to Andrew Baker (sample) <a.baker@ac.com> and a 'Subject\*' field.

Main form in details:

Control elements:

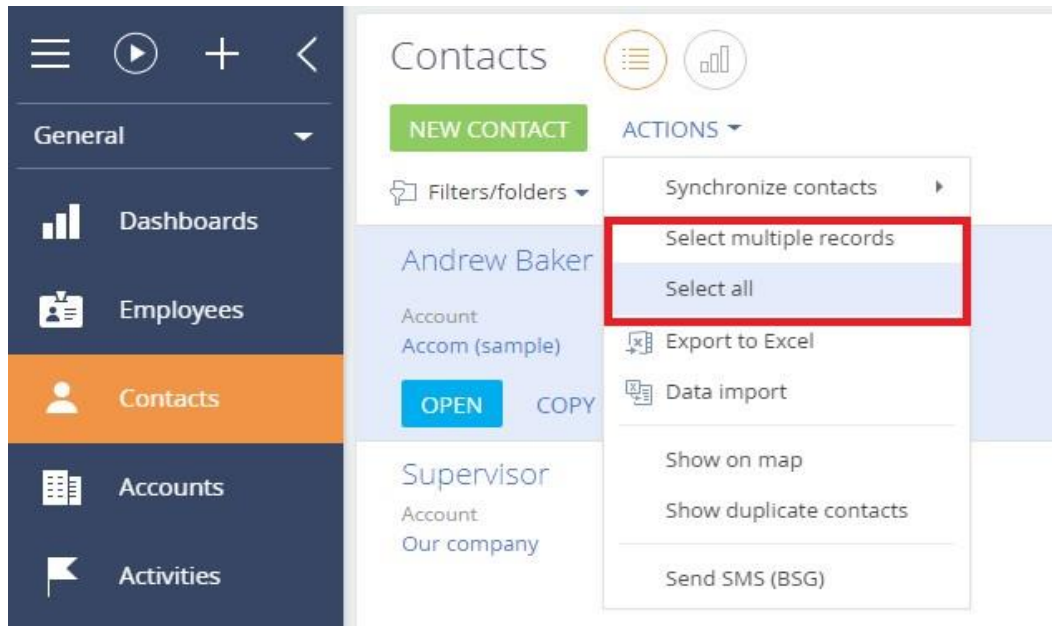
1. Selected contact and the phone that SMS message will be send to
2. Dropdown with allowed tags
3. Message text
4. Validation messages
5. Symbol counter with split for actual SMS messages
6. Select pre-defined message template
7. Check balance in BSG Service (if connected)
8. Link/Unlink BSG Account from connector
9. Send SMS action button
10. Encode message into translit

On successful delivery you will see notification window:

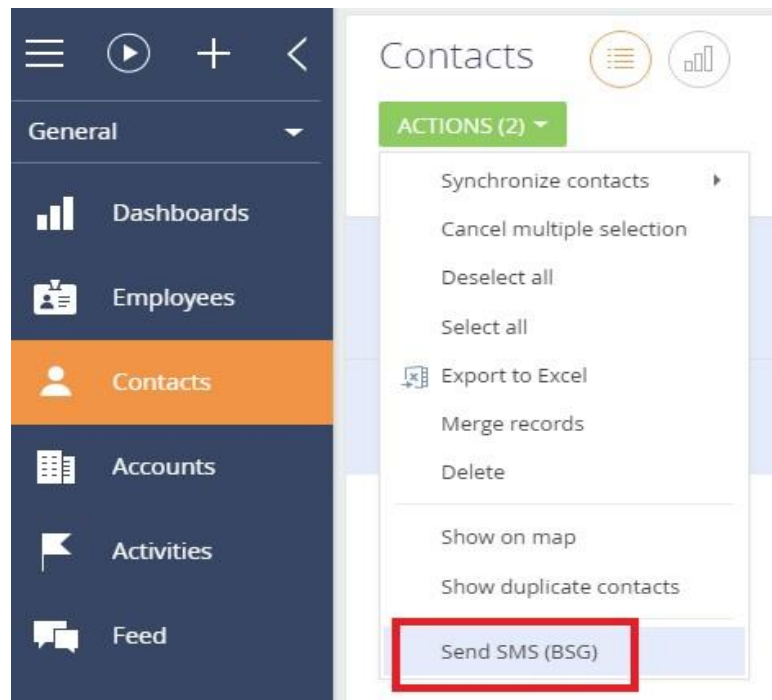


### 3.2 MASS SMS DELIVERY

Our BSG connector allows mass delivery of SMS messages to multiple selected contacts (or to all). To do that, you need to go to 'Contacts' section and in 'Actions' menu selects 'Select multiple records' or 'Select all':



Next, after finish selecting of required contacts, you'll need to select 'Send SMS (BSG)' option:





There will be a modal dialog with details for mass SMS delivery:

Send SMS to 6 contacts 1. ×

Encode to latin  
 6.

Tags 7. ▼

Message  
\*  
2.

Templates 3.

70 characters left (1 SMS). 4.

5. **SEND** CANCEL

Control elements:

1. Number of selected contacts
2. SMS message text, supports tags input
3. Selection of pre-defined message template
4. Symbol counter with split for actual SMS messages
5. Action button to start mass delivery
6. Encode message to latin
7. Select tags for SMS message substitutions (see below)

### 3.3 CHECK BALANCE

This option will be available only after successful linking with BSG Account. To see your balance in BSG, click on 'Balance' link in main connector form:

## Andrew Baker (sample)

**CLOSE** ACTIONS

100%  
6:41 AM, Boston

Full name\*  
Andrew Baker (sample)

Full job title  
Specialist

Mobile phone  
+1 617 221 5187

Business phone  
+1 617 440 2031

Email

NEXT STEPS (0)

Contact\* Andrew Baker (sample) (+1 617 221 5187)

Tags Not filled in Encode to latin

Compose SMS text message.

70 characters left (1 SMS).

Templates **Balance** Unlink BSG account

There will be modal window with balance details:

BSG Balance : -3.0948304 RUB


**OK**

### 3.4 SMS MESSAGE TEMPLATES

Our connector allows to create, use and manage SMS message templates. To use this feature please click on 'Template' link from main connector form (or from mass delivery form):

Andrew Baker (sample)

**CLOSE** ACTIONS



100%

6:47 AM, Boston

Full name\*  
Andrew Baker (sample)

Full job title  
Specialist

Mobile phone  
+1 617 221 5187

Business phone  
+1 617 440 2031

NEXT STEPS (0)

Contact\* Andrew Baker (sample) (+1 617 221 5187)

Tags Not filled in Encode to latin

Compose SMS text message.

70 characters left (1 SMS).

**Templates** Balance Unlink BSG account

Send SMS to 6 contacts

Encode to latin

Message

**Templates**

70 characters left (1 SMS).

**SEND** CANCEL

Main screen for SMS message templates:

Select: SMS templates ×

**SELECT** 1. CANCEL **NEW** 2. ACTIONS VIEW **▼**

Name **SEARCH** 3.

Name **^**

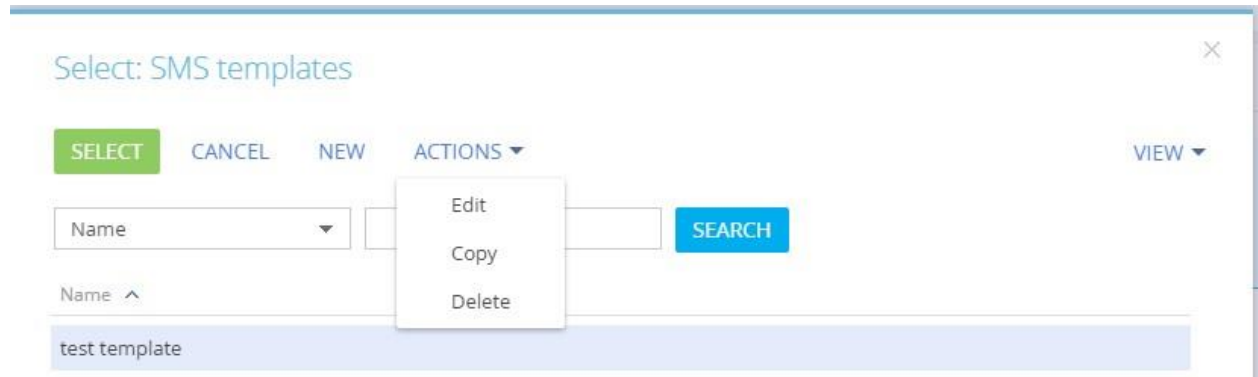
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test template

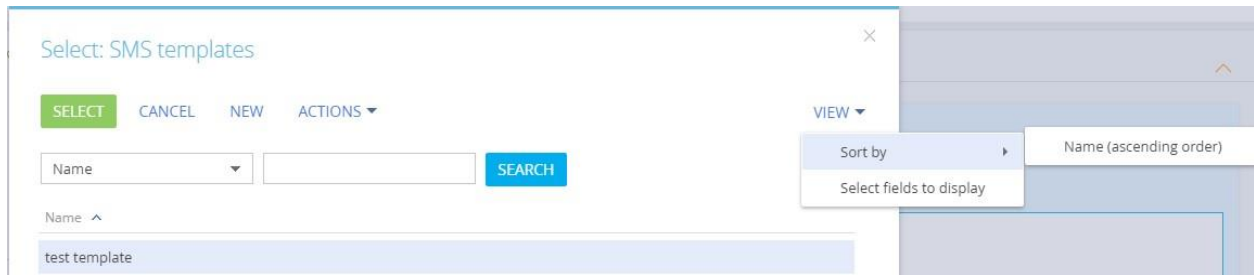
Control elements:

1. Select current template from list and back to delivery form
2. Add new template
3. Template search

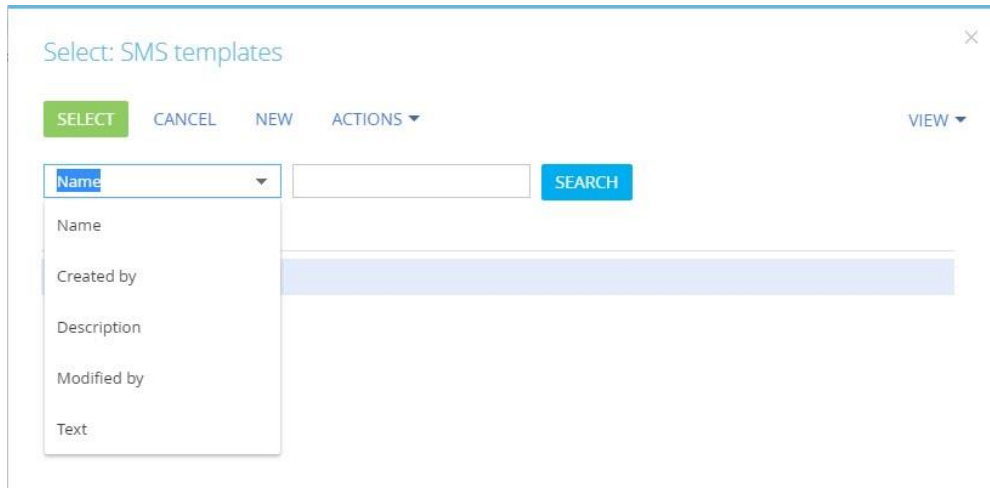
On template select, there are common dictionary actions allowed:



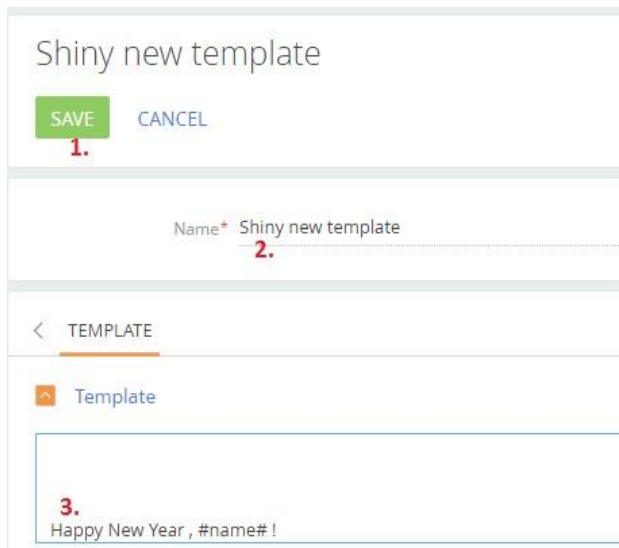
And default control of current view:



Filter options for template search:



To create the new template, press 'New' button, there will be modal window:



Control elements:

1. Action button to Save template

2. Template name
3. SMS message text

SMS message also allows tags input.

### 3.5 TEMPLATE TAGS

Our connector supports tags in SMS messages. To use them you need to put special keyword into message text and it will be automatically replaced to actual contact details.

Below is the list of supported tags:

| Tag           | Description            |
|---------------|------------------------|
| #name#        | Full name of a contact |
| #GivenName#   | First name             |
| #MiddleName#  | Middle name            |
| #Surname#     | Surname                |
| #JobTitle#    | Job Title              |
| #BirthDate#   | Date of birth          |
| #MobilePhone# | Mobile phone           |
| #Phone#       | Work phone             |
| #HomePhone#   | Home phone             |
| #Skype#       | Skype                  |
| #Email#       | Email                  |
| #Address#     | Address                |
| #Zip#         | Zip                    |

All tags are case insensitive, so all of them will work: #name# , #NAME# , #Name#

### 3.6 OVERRIDE SENDER NAME

Our connector allows to override default sender name for a value specified in associated Account.

There is specific field 'Sender name (BSG)' that our connector adds on install to Account entity, if this field is filled – the value will be used for all contacts associated with this Account entity.

To use this feature, go to Account page:

The screenshot shows a CRM form for an account named 'Accom (sample)'. The left sidebar contains navigation options: Dashboards, Employees, Contacts, Accounts (highlighted in orange), Activities, and Feed. The main form area has a 'General' tab and buttons for 'SAVE', 'CANCEL', and 'ACTIONS'. The form fields are as follows:

| Field Label       | Value             |
|-------------------|-------------------|
| Name*             | Accom (sample)    |
| Type              | Customer          |
| Owner             | Supervisor        |
| Web               | ac.com            |
| Primary phone     | +1 617 440 2498   |
| Category          | B                 |
| Industry          | Business services |
| Sender Name (BSG) | Customized Sender |

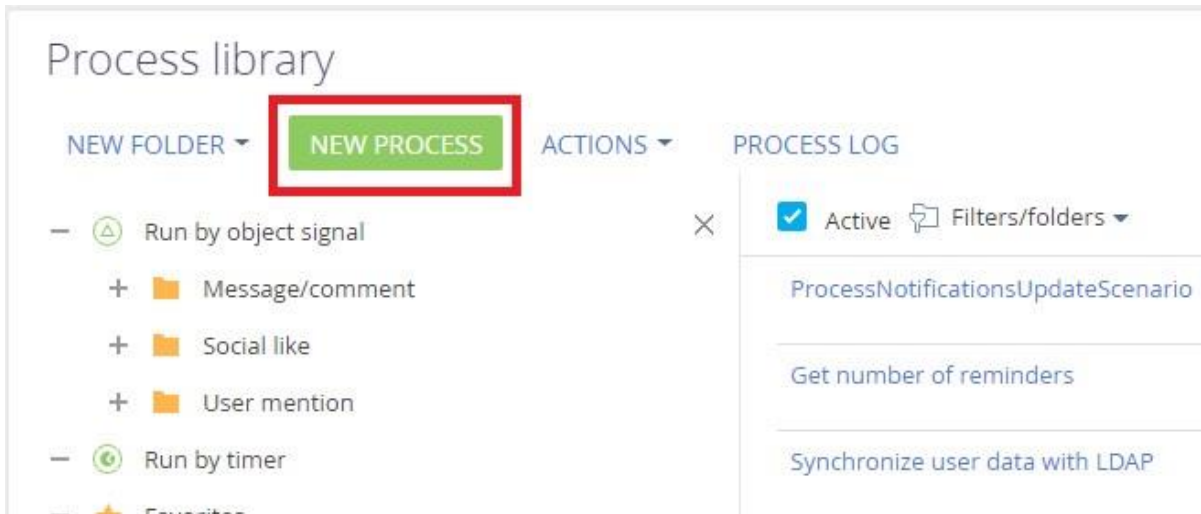
And fill 'Sender Name (BSG)' field, then press 'Save' button.

### 3.7 USAGE IN Creatio PROCESS

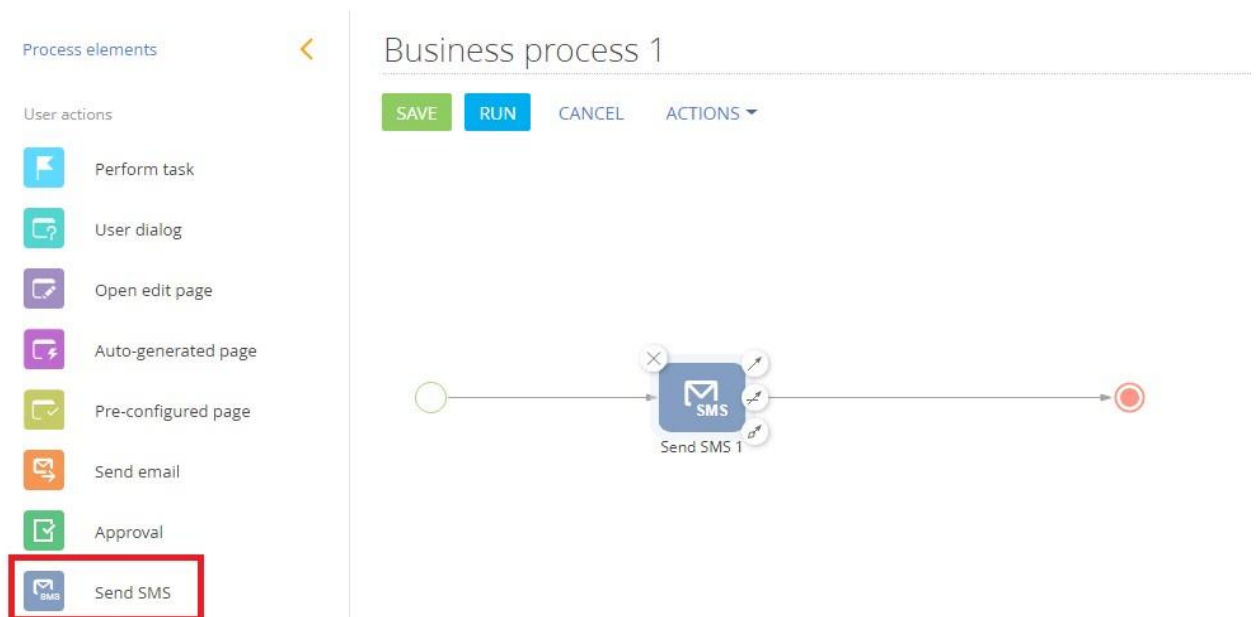
Our connector allows to use BSG service delivery as step in Creatio process. Below is step-by-step sample of how to add such step into new Creatio process.

Go to 'Process library'.

Press 'New process' button:



From the list on left (titled 'User actions') select 'Send SMS' option and drag it to Creatio diagram:



The line from start of process should be connected to our step, same as line from our step to 'end of process' point.

Now you'll need to fill the step parameters from (on right).

These parameters are typically filled from previous steps of Creatio process, so delivery step will take them from environment of current process.

To check that we created process correctly, press 'Run' button:



## Business process 1



### 3.8 USING CONNECTOR FROM Creatio SCRIPTS

Our connector allows to be used from so-called 'Script Task' – the special step in Creatio process flow with custom script inside.

Below is step-by-step sample of how to use that for mass SMS delivery.

1. Navigate to 'Process library' section and create new Creatio process, add 'Read data' and 'Script Task' steps, as on screen below:

```
graph LR; Start(( )) --> ReadData[Read data 1]; ReadData --> ScriptTask[Script task 1]; ScriptTask --> End((( )))
```

2. Click on 'Read data' step and configure parameters like on screen below:

Read data

Read data 1

Which data read mode to use?  
Read collection of records

Which object to read data from?  
Contact

How to filter records?  
Actions ▾  
 AND | + Add condition

Read first 50 records

How to sort records?  
+ Add

What record data should the process read?  
Read data from selected columns only

Id  
+ Add column

Connector expects the collection of Ids from 'Contact' entity only, so all other fetched fields will not be used.

3. Click on 'Script Task' step and paste the code below:

```
var log = global::Common.Logging.LogManager.GetLogger("BSGConnector");  
var userConnection = this.Get<UserConnection>("UserConnection");  
log.Info("test process has been started ");  
try {
```

```

var colSource =
Get<ICompositeObjectList<ICompositeObject>>("ReadDataUserTask1.ResultCompositeObjectList");

var listIds = new List<Guid>();

foreach (var parameter in colSource)
    {
        Guid value;
        parameter.TryGetValue("Id",out value);
        listIds.Add(value);
        log.Info(string.Format("parameter {0}",value));
    }

log.Info(string.Format("total number of records: {0}",listIds.Count));

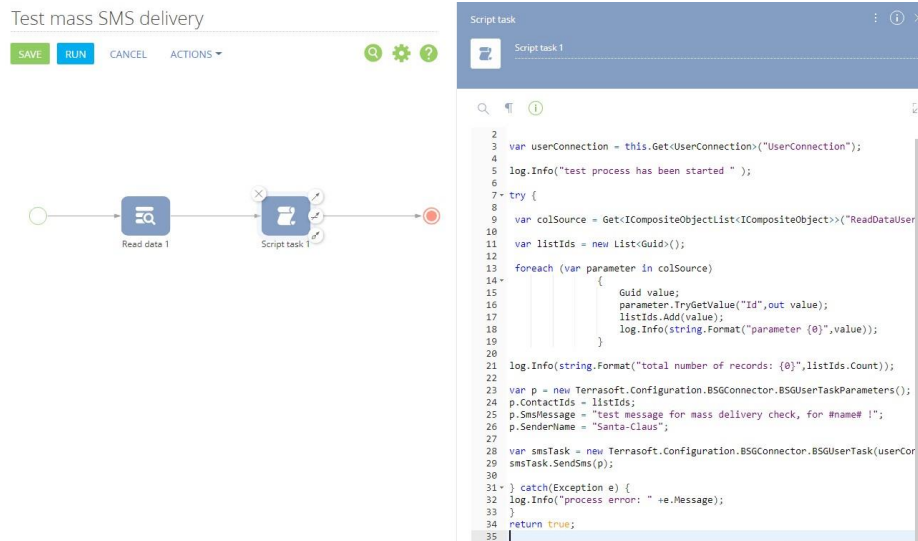
var p = new Terrasoft.Configuration.BSGConnector.BSGUserTaskParameters(); p.ContactIds
= listIds;
p.SmsMessage = "test message for mass delivery check, for #name# !";
p.SenderName = "Santa-Claus";

var smsTask = new Terrasoft.Configuration.BSGConnector.BSGUserTask(userConnection);
smsTask.SendSms(p);

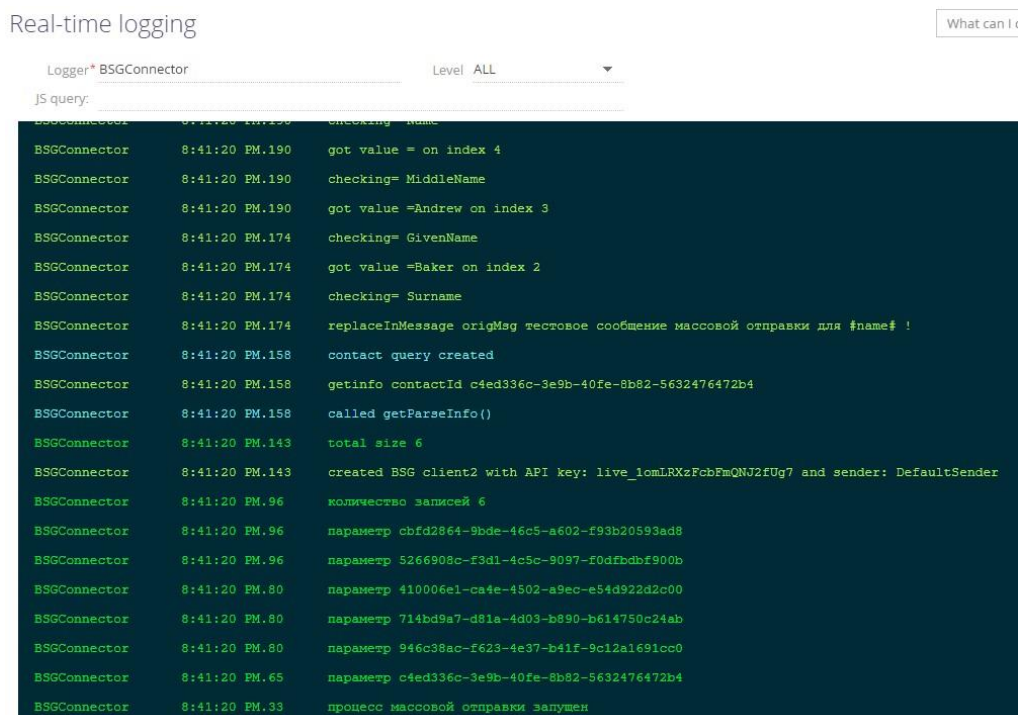
} catch(Exception e) { log.Info("process error: "
    +e.Message);
}
return true;

```

Should look like on screen below:



This test process will write log records to default log file (Common.log), also these records could be viewed in runtime with 'Telemetry extension' (see below):



## 4 TROUBLESHOOTING

Our connector supports multiple levels of logging, so to investigate source of problem you can adjust connector's log level to see more details of its internal work.

Logger name: BSGConnector

Detailed guide of how-to setup logging in Creatio offsite instance could be found in Creatio documentation.

For cloud instances, you can try this extension «Telemetry log for Creatio»:

<https://marketplace.creatio.com/app/telemetry-log-creatio> that will

allow to observe connector logs in real-time:

Real-time logging

Logger\* BSGConnector Level ALL

JS query:

```
BSGConnector 4:57:52 PM.20 sms text: ioioioi)
BSGConnector 4:57:52 PM.20 got sender name=ldldldldld
BSGConnector 4:57:52 PM.20 account query created
BSGConnector 4:57:52 PM.20 get bsgSenderName accountId= 405947d0-2ffb-4ded-8675-0475f19f5a81
BSGConnector 4:57:52 PM.5 got value =02112 on index 14
BSGConnector 4:57:52 PM.5 checking= Zip
BSGConnector 4:57:52 PM.5 got value =39 Columbia Street on index 13
BSGConnector 4:57:52 PM.5 checking= Address
BSGConnector 4:57:51 PM.989 got value =a.baker@ac.com on index 12
BSGConnector 4:57:51 PM.989 checking= Email
BSGConnector 4:57:51 PM.989 got value = on index 11
BSGConnector 4:57:51 PM.973 checking= Skype
BSGConnector 4:57:51 PM.973 got value = on index 10
BSGConnector 4:57:51 PM.973 checking= HomePhone
BSGConnector 4:57:51 PM.973 got value =+1 617 440 2031 on index 9
BSGConnector 4:57:51 PM.958 checking= Phone
```

For any questions related to connector please contact our tech support: [support@bsg.world](mailto:support@bsg.world)