



# USER GUIDE

Line messenger

## CONTENTS

[OVERVIEW](#)

[INSTALLATION AND SETUP](#)

[Line App Settings](#)

[DOWNLOAD](#)

[UNINSTALL](#)

[FEEDBACK](#)

# OVERVIEW

Communicate in Line app via Bitrix24 Open Channels!

Line app is one of the most popular freeware messenger apps. The app can send messages, images, audio, video files from one-on-one chats to Bitrix24 Open Channels.

When your clients contact you via the Line app, your Bitrix24 automatically generates leads and contacts for each client.

Note: all Line messenger files are stored in a separate general folder on Bitrix24 Drive (Company drive).

# INSTALLATION AND SETUP

Complete standard installation procedure from Bitrix24 Marketplace.

No additional app setup.

## Line App Settings

When the app is installed successfully, click on the following link:

<https://developers.line.biz/console/>. When the user is not authorized/not registered, please get registered/authorized and proceed with the next steps to configure the Line app.



1. After clicking on the link, the Line app settings are displayed. Click on “Create New Provider”.


The screenshot shows the 'Provider List' page in the LINE Developers Console. The left sidebar contains a user profile for 'Antares', a 'Providers' section with 'No providers added', and 'Tools' and 'Support' links. The main content area is titled 'Provider List' and features a 'Create New Provider' button in the top right. Below the title is a welcome message: 'Welcome to LINE Developers Console!' followed by instructions: 'Let's develop an app that connects people with people using your development technology and LINE Platform! A provider is a service provider (company / individual), and we begin by creating a provider.' A three-step process diagram is shown: STEP 1 (creating a provider), STEP 2 (creating a channel for LINE login and Messaging API), and STEP 3 (finishing application setup). A 'Create New Provider' button is located at the bottom of the diagram.


2. Fill out the “Provider name” field. Click on “Confirm”.

The screenshot shows the 'Create new provider' form in the LINE Developers Console. The left sidebar is identical to the previous screenshot. The main content area is titled 'Create new provider' and features a progress bar with three steps: 'Enter provider information' (active), 'Confirm', and 'Done'. Below the progress bar, there is a label 'Enter name of provider' and a description: 'The provider is the entity (individual or company) that offers the app.' A text input field labeled 'Provider name' contains the text 'Bitrix24'. Below the input field, it says 'Max: 100 characters'. A 'Confirm' button is located at the bottom of the form.

### 3. Click on “Create”.

**LINE Developers** Products Documents News FAQ Community [Blog](#)  

Welcome **Antares** 

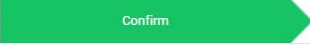
**Providers** 

No providers added

Tools

Support



### Create new provider

Enter provider information  Done



Enter name of provider  
The provider is the entity (individual or company) that offers the app.


**Provider name**


Bitrix24

### 4. Click on “Create Channel” in “Messaging API”.

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Welcome **Antares** 




**Providers** 

Provider List

**Bitrix24**

Tools


Support

 **Bitrix24**  


### A provider has been created!


#### Next, let's create a new channel

Please select a channel from the following and create a new channel.





**LINE Login**






**Messaging API**





**Clova Skill**



5. Enter information for the Messaging API. The user must enter information in all the required fields and click on “Confirm” afterwards.

Welcome Antares

Providers

Provider List

Bitrix

Bitrix24

Tools

Support

Messaging API

### Create new channel

Enter channel information

Confirm

Done

Enter information for the Messaging API

Selected Provider: Bitrix

App icon

LINE

register

Under 3MB, JPEG/PNG/GIF/BMP

App name

Line

Max: 20 characters

Note: The app name cannot be changed for seven days.

App description

Line from Bitrix24

Max: 500 characters

Category: Bot-calls in 6noria

Subcategory: Select subcategory

Email address

antares@antares.me

Max: 100 characters

Privacy Policy URL

https://example.com/

Max: 500 characters

Please enter a URL that supports HTTPS.

Terms of Use URL

https://example.com/

Max: 500 characters

Please enter a URL that supports HTTPS.

Previous page

Confirm

© LINE Corporation Terms and Policies About trademarks Please use the inquiry form for problems occurring on the LINE platform

Family Sites English

List of required fields:

- a. App icon.
- b. App name
- c. App description
- d. Category
- e. Subcategory
- f. Email address

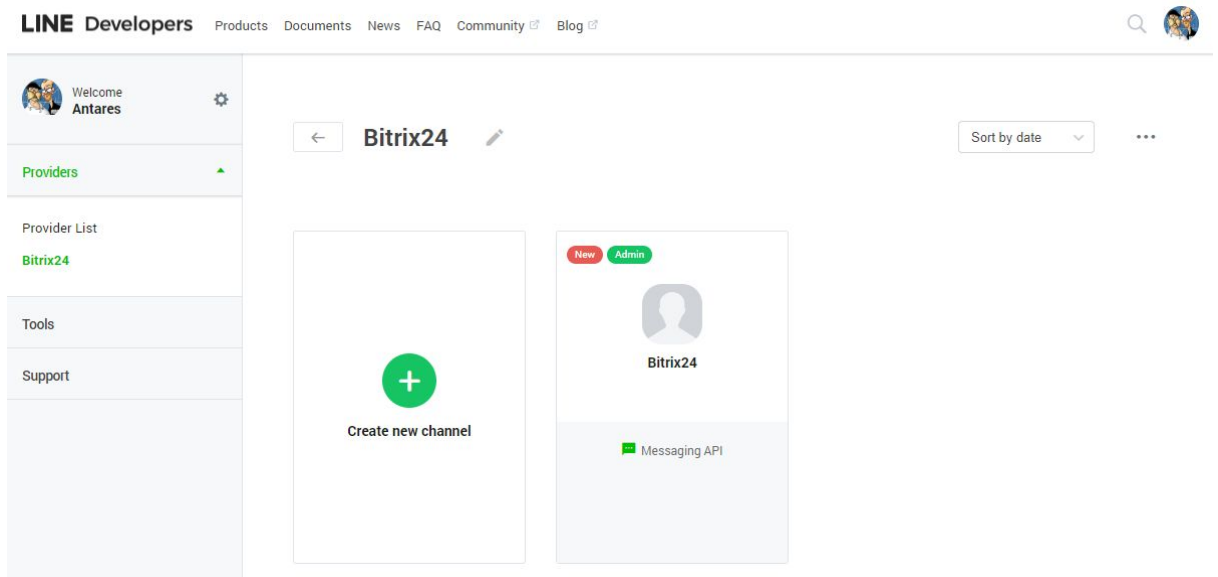
6. When “Enter information for the Messaging API” is complete, confirm that you have read and agree with the two documents: “LINE Official Account Terms of Use” and

“Line Official API Terms of Use”. Click on “Create”.

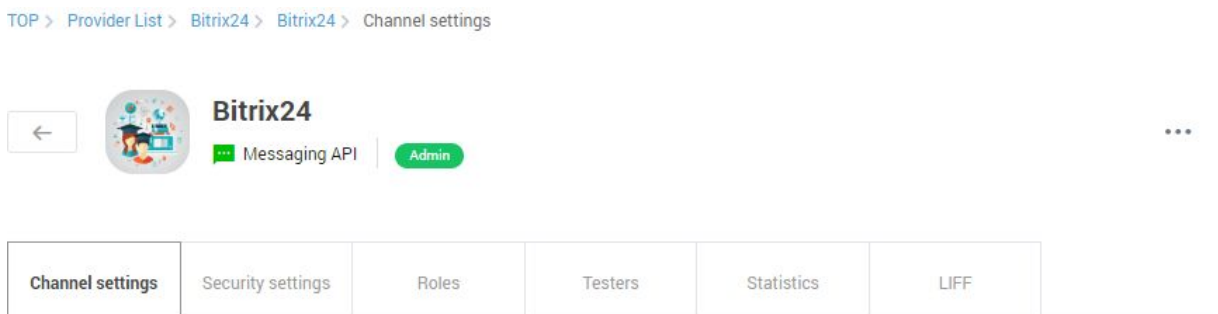
- [LINE Official Account Terms of Use](#)  I have read and agree to the Terms of Use.
- [LINE Official API Terms of Use:](#)  I have read and agree to the Terms of Use.



7. When the previous step is complete, select the channel created for the user to continue the app setup.



8. Channel settings.



9. Proceed with the following actions at the settings page:

a. Copy the “Channel secret” to add to your Bitrix24.

Channel secret   
fa19ffa349ee8c83d89babf6f6caa0d6

Issue

- b. Click on the “Issue” button next to the “channel access token (long-lived)” field. Click on the “Issue” button in the pop-up window as well.

Channel access token (long-lived) ?

—

Issue

Then, copy the displayed Channel access token to add to your Bitrix24.

Channel access token (long-lived) ?

gEhAqOGpb68ys2tZ9yYpd0hiceA2FIWhO6SjdqwzbgPZHmQjj8xHoMdVB03XAQtyX5PzyWcmj9V7kEUhjeiJaqJGZn+drriK+KIDlx3p1PPSzqGT5Csc5ODpBouJzp4ayoFIUKGHupR4XnaFnK2I7QdB04t89/1O/w1cDnyilFU=

Issue

- c. Select the “Enabled” status for the “Use webhooks” field (via the “Edit” button).

Use webhooks ?

Enabled  Disabled

Update

Cancel

- d. The field “Allow bot to join group chats” must have the “Disabled” status. *The app does not support the group chat.*

Allow bot to join group chats ?

Disabled

Set message ↗

- e. “Auto-reply messages” and “Greeting messages”. Select both fields as “disabled”.

Auto-reply messages ?

Enabled

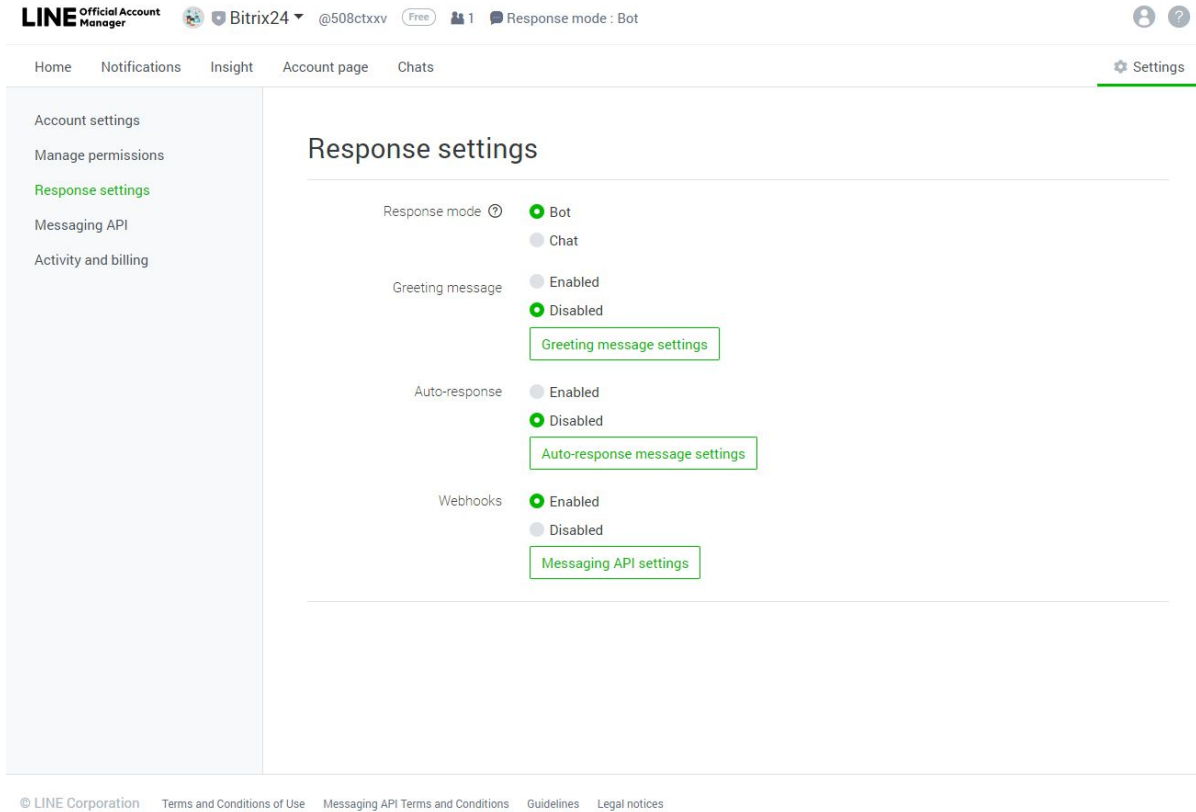
Set message ↗

Greeting messages ?

Enabled

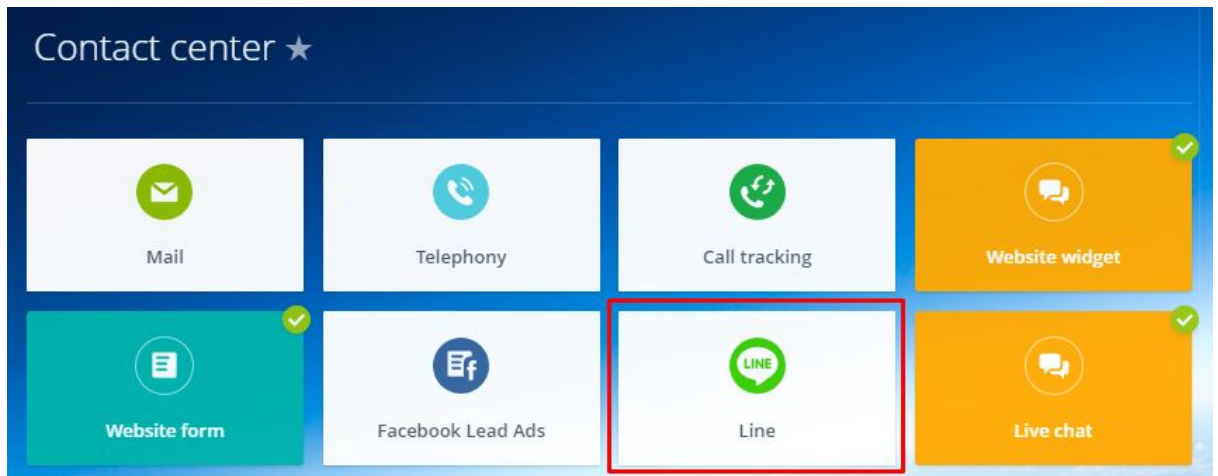
Set message ↗

To do it, click on “Set message”, then set Greeting message” and “Auto-response” as disabled at the “Response setting” page. **Attention! “Bot” must be selected for the Response mode. Webhooks are set to “Enabled”.**



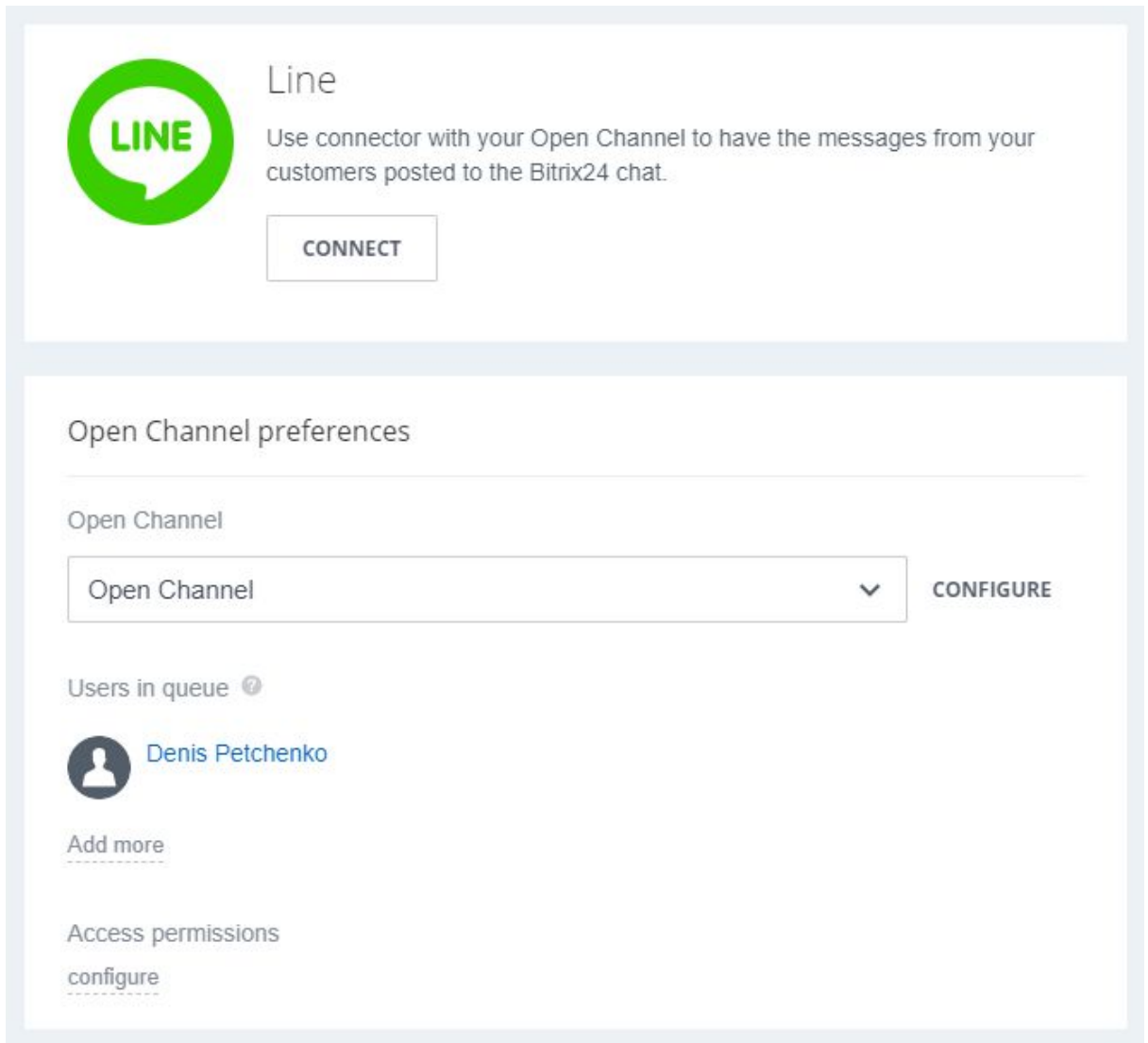
**Also, do not close the window with settings. After setup in your Bitrix24 is complete, you will have to fill out one more field.**

10. Switch to your Bitrix24 account (do not close the window with the Line app settings). Click on "Contact Center" inside Bitrix24 and select the installed Line app.





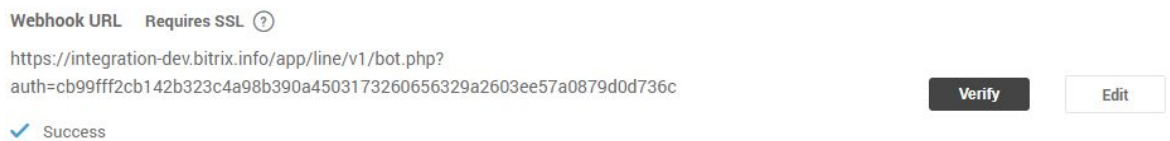
11. Then, click on “Connect”. You can find additional settings for Open Channels, [here](#).



12. Enter the copied “Channel secret” into the displayed page (see. item 9 (a)) and enter the “Channel access token” (see. item 9 (b)). Click on “Save”.

13. Settings page will show the “Webhook URL”. Copy it.

14. Return to the Line app settings page and enter the copied “Webhook URL”.



15. When the “Webhook URL” is added, click on “Update”.

Use webhooks <span>?</span>	
Enabled	<input type="button" value="Edit"/>

---

Webhook URL <span>Requires SSL</span> <span>?</span>	
<code>https://integration.bitrix.info/app/line/v1/bot.php</code>	<input type="button" value="Verify"/> <input type="button" value="Edit"/>

After that, click on “Verify”.

Use webhooks <span>?</span>	
Enabled	<input type="button" value="Edit"/>

---

Webhook URL <span>Requires SSL</span> <span>?</span>	
<code>https://integration.bitrix.info/app/line/v1/bot.php</code>	<input type="button" value="Verify"/> <input type="button" value="Edit"/>
<span>✓</span> Success	

When the Line app shows the “Success” status, it means that all settings are complete, and you can use the Line message Open Channels. When the Line app shows an “Error”, check if the symbols inside the “Webhook URL” are valid.

*Attention! All files of the Line messenger app will be stored in a separate general folder on Bitrix24 Drive (Company drive).*

## DOWNLOAD

Line messenger app can be installed from inside your Bitrix24 account or **via public marketplace**.



## UNINSTALL

To uninstall the application from your Bitrix24 go to the Applications → My Apps → Line messenger detail page and click on the delete button.

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# FEEDBACK

If you have any questions or proposals for adding new features, please contact us at [info@bitrix24.com](mailto:info@bitrix24.com).