

## **USER GUIDE**

Line messenger

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## **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.Market.

No additional app setup.

## Line App Settings

When the app is installed successfully, click on the following link: <u>https://developers.line.biz/console/</u>. If you do not have a Line account just yet, please get registered/authorized and proceed with the next steps to configure the Line app.

1. Once you've clicked onto the link, you'll see the Line developer settings (Providers section). Click on "Create" in Providers block.

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Console home	109		
Providers *	Recently visited channels		
Search	-	-	
Admin			
New Provider Text	Channel info	InfoExpertTest	
	Messaging API	Messaging AP1	
	Providers 🗠 🛛 Cruta		
	Search. Q		
	Provider		
Tools	New Provider		
Support	Test		



2. Fill out the "Provider name" field. Click on "Create".

3. Click on "Create a Messaging API channel".



# 4. Enter information for the Messaging API. The user must enter information in all the required fields.

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Console home To	OP		
Providera -			
C	reate a new c	hannel	
Support	hannel type	Messaging API	×
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P	rovidar	Now Providar	
		⇒ Dort have this empty	
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Console home T	10P		
Providers - C	channel name	Enter channel name	
Tools		mene: from ensemble search and concentration of the second search & Contributions this empty	
Support		✓ Enter na mana baai 20 characteris	
	Channel description	Enter channel description	
		X Don't leave this empty ✓ Don't are special characters (Abyte Unicode) ✓ Enter no more than 500 characters	
	Category	Select a category	v
		H Don't leave this empty	
5	lubcategory	Select a subcategory	v
		× Dort never this empty	
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Providers -	Fmail address (1)	im usseusilemail.com	
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		w Deter a velid errall address w Deter so ences then 100 characters	
Support			
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		✓ Entur a valid (FTPE) URL ✓ Entur no more than 500 characters	
1	Terms of use URL	Enter terms of use URL	
	ognional	Color a valid HTTPS URL     Enter so more than S00 characters	
	I have read and a	gree to the LINE Official Account Terms of Use 😚	
	I have read and an	gree to the UNE Official Account API Terms of Use III	
	Create		

List of required fields:

- a. Company or owner's country or region.
- b. Channel name
- c. Channel description
- d. Category
- e. Subcategory
- f. Email address
- 5. When this step "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".
- 6. Check your channel's information in pop-up and click on "OK"

LINE Developers	News Products Documentation FAQ - Glossary Community of Blog of	۵.0
Console home	TOP	
Providers -		
Tools		
Support	Privacy policy URL Create a Messaging API channel with the following details? Channel name : Channel Info Official Account name : Channel Info	
	Terms of use URL         Er         Provider : New Provider           octawar         If you proceed, an official account will be created with the same name as the messaging API channel above.         If you proceed, an official account will be created with the same name as the messaging API channel above.           Vou cannot change the channel provider after the channel is created. Make sure that the provider and official account owner are the same individual development, compary or organization.         For the handling of LINE user Information, please refer to Liser Data Policy IF.	
	I have read and agree t	
	I have read and agree t     Cancel     OK	
	✓ Saled the decides phy reading the related document	

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

LINE Developers News	Products Documentation FAQ	Glossary Community S	Blog 🕼	
Console home	TOP > New Provider			
Search	New Provider Channels Roles Settings			
New Provider Test				
	+ Create a new channel	Channel Info	Admin .	
		Messaging API		
Tools				
TOP > New Provid	er > Channel Info			
Chani Admin	nel Info Messaging API			

8. Channel settings.

- 9. Proceed with the following actions at the settings page:
  - a. Copy the "Channel secret" in "Basic settings" tab to add to your Bitrix24.

b. Go to	o the tab "Messaging	g API"			
TOP > New Pro	ovider > Channel Info >	Messaging API			
Char (Age	annel Info				
Basic settings	Messaging API	LIFF Security	Statistics R	toles	
c. Copy	the "Bot basic ID" to	o add to your B	itrix24		
Bot basic ID	@685gbcjt 🕞				
d. Click field. Clic	on the "Issue" butto k on the "Issue" but	on under the "Cl tton in the pop-1	nannel acces up window as	s token (long - well.	· lived)"
Channel acc	cess token				
Channel acces	s token (long-lived) 💿				

Channel access token

Channel access token (long-lived) 💿

+1ttOUDHb82x1/Pr2Uphj6WDJb7qpq79z38xwAMFVn6FGP8C8au3m52Szwty8M60D9ePF1/Wbp/NcWAvY03832s4MUZcALKg3/IEYQTK4I+Mr2I9nupdvGGK9WTQ5vxxMXFEbhYQKR06D0HAwFrGZ

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e. Select the "Enabled" status for the "Use webhooks" field.

Use webhook 💿



- *f.* The field "Allow bot to join group chats" must have the "Disabled" status. *The app does not support group chats.*
- g. "Auto-reply messages" and "Greeting messages". Select both fields as "disabled ".

#### LINE Official Account features

Edit the message text and other settings for these features in the LINE Official Account Manager

Allow bot to join group chats ③	Disabled	Edit 🕫
Auto-reply messages ①	Enabled	Edit C
Greeting messages	Enabled	Edit C

To do it, click on "Set message", then set Greeting message" and

"Auto-response" as disabled at the "Response setting" page. **Make sure Response mode for "Bot" option is selected and webhooks are set to** "Enabled".

Response settings Configure how your account will handle chaits based on	your account's objectives.
Toggle responses	
Chat	Talk directly to your account thiends through chat.
Greeting message	Send a greating in charl when someone first blends your account. Secence message untilings
Webhooka	Send a webhook event from the LINE platform to the webhook URL when, for example, someone sends a message to your account or friends your account. Messages AP settings
Auto-response messages	Automatically sends a response when certain conditions are met. Addr-seasoral messages selfines

Also, do not close the window with settings. After setup in your Bitrix24is 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 Channel here.

LINE Bitrix 24 $^{\odot}$	Line Use connector with your Open Channel to have the r customers posted to the Bitrix24 chat.	nessag	es from your
Open Channe	l preferences		
Open Channe		~	CONFIGURE
Users in queue	0		
O Denis Pe	tchenko		
Add more			

- 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".

Webhook URL Requires SSL ③		
https://integration-dev.bitrix.info/app/line/v1/bot.php? auth=cb99fff2cb142b323c4a98b390a4503173260656329a2603ee57a0879d0d736c	Venity	Edit
Success	-	

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

Use webhooks ⑦	
Enabled	Edit
Webhook URL Requires SSL (?)	
https://integration.bitrix.info/app/line/v1/bot.php	Verify Edit
After that, click on "Verify".	
Use webhooks ③	
Enabled	Edit
Webhook URL Requires SSL 💿	
https://integration.bitrix.info/app/line/v1/bot.php	Verify Edit

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 Bitrix24.Market.** 



## UNINSTALL

To uninstall the application from your Bitrix24 go to the Market  $\rightarrow$  Installed  $\rightarrow$  Line messenger detail page and click on the delete button.

## FEEDBACK

If you have any questions or proposals for adding new features, please contact us at info@bitrix24.com