



## 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.

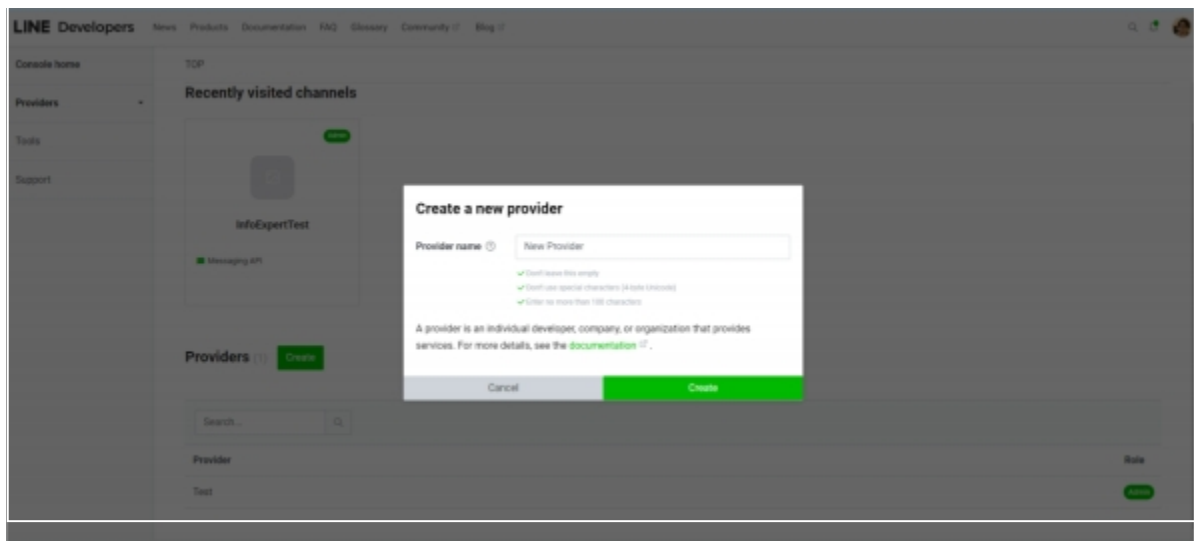
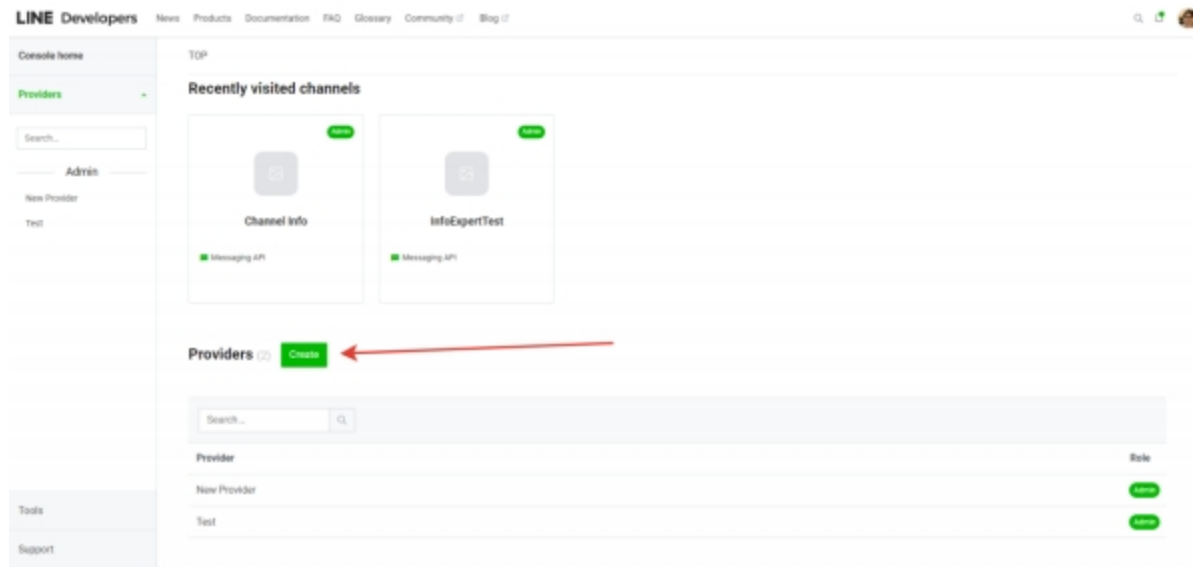
No additional app setup.

## Line App Settings

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

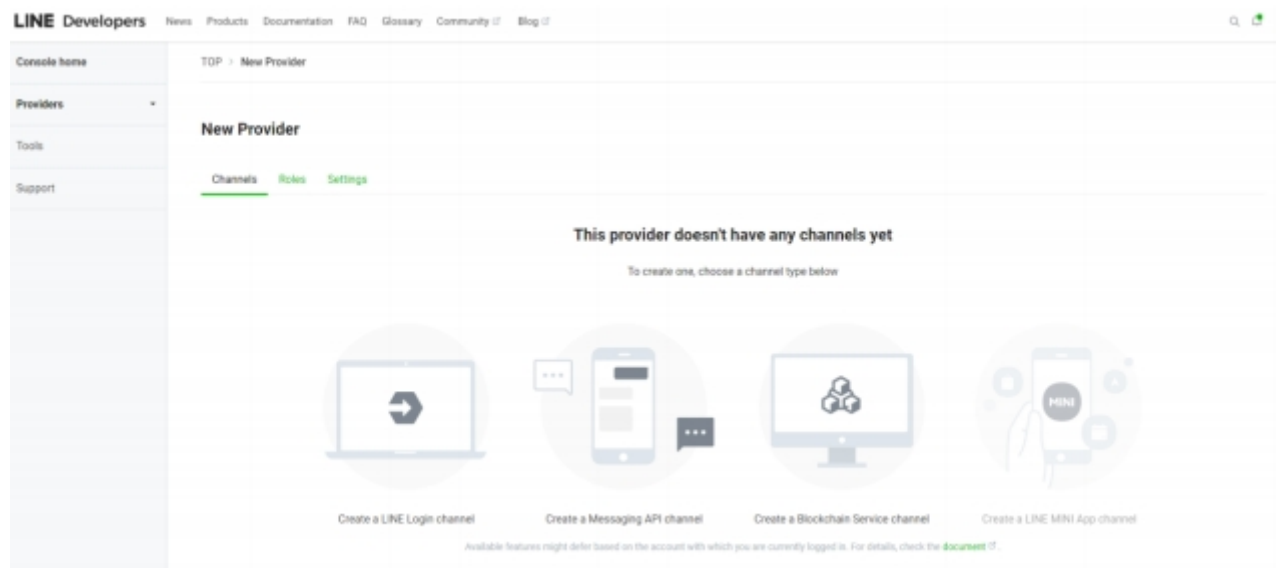
<https://developers.line.biz/console/>. If you do not have a Line account just yet, please get registered/authorized and proceed with the next steps to configure the Line app.

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



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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### Create a new channel

**Channel type**   
✔ Don't leave this empty

**Provider**   
✔ Don't leave this empty

**Company or owner's country or region**   
Corporations should select their company's country or region. Individuals should select the country or region of their state, or residence.  
✗ Don't leave this empty

**Channel icon** optional  
  
Register  
✔ File type must be one of: PNG, JPG, JP50, GIF, BMP

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**Channel name**   
Note: The channel name can't be changed for seven days.  
✗ Don't leave this empty  
✔ Don't use special characters (4-byte Unicode)  
✔ Enter no more than 20 characters

**Channel description**   
✗ Don't leave this empty  
✔ Don't use special characters (4-byte Unicode)  
✔ Enter no more than 300 characters

**Category**   
✗ Don't leave this empty

**Subcategory**   
✗ Don't leave this empty

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**Email address**   
✔ Don't leave this empty  
✔ Enter a valid email address  
✔ Enter no more than 100 characters

**Privacy policy URL** optional   
✔ Enter a valid HTTPS URL  
✔ Enter no more than 500 characters

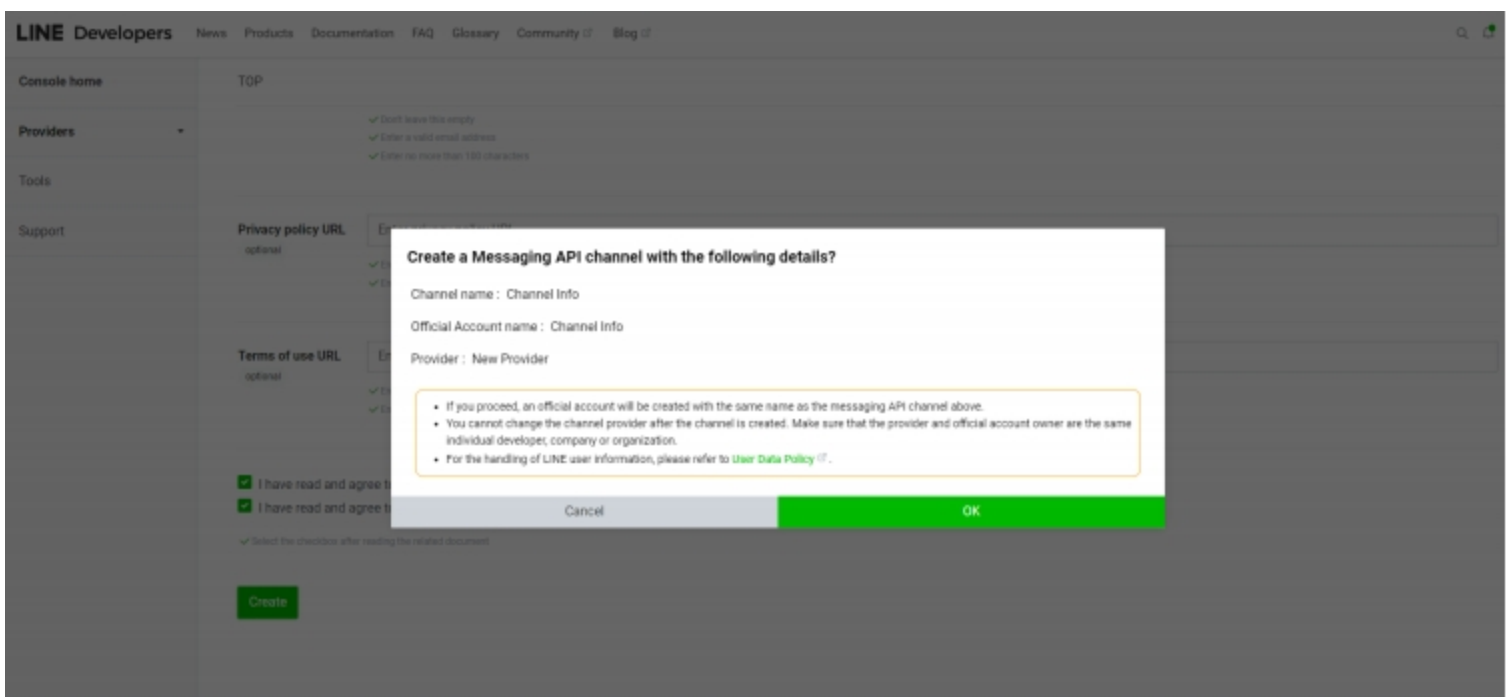
**Terms of use URL** optional   
✔ Enter a valid HTTPS URL  
✔ Enter no more than 500 characters

☐ I have read and agree to the [LINE Official Account Terms of Use](#) [?](#)  
☐ I have read and agree to the [LINE Official Account API Terms of Use](#) [?](#)  
✗ Select the checkbox after reading the related document

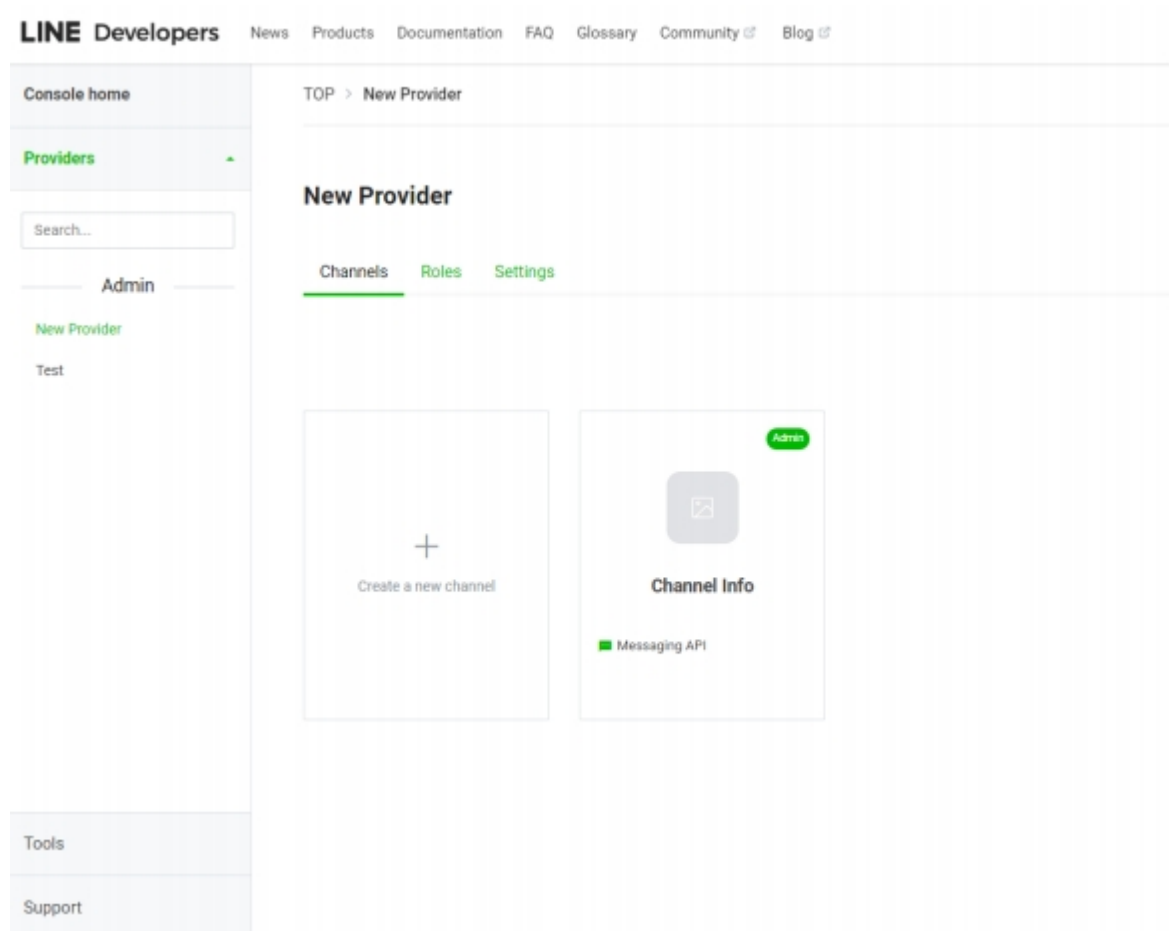
[Create](#)

List of required fields:

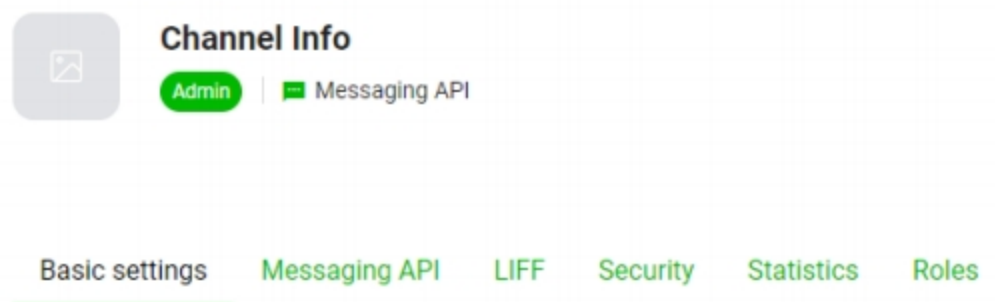
- a. Company or owner's country or region.
  - b. Channel name
  - c. Channel description
  - d. Category
  - e. Subcategory
  - f. Email address
5. When this step "Enter information for the Messaging API" is complete, confirm that you have read and agree with the two documents: "LINE Official Account 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"



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



TOP > New Provider > Channel Info



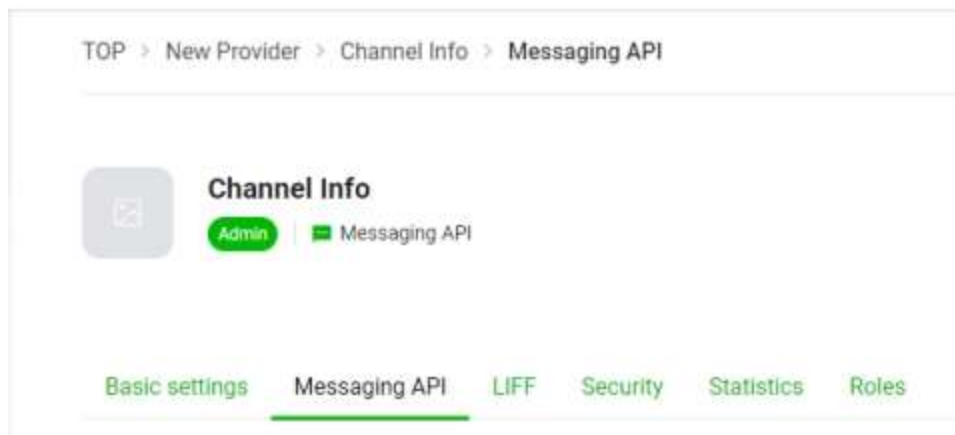
- Channel settings.

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 the tab “Messaging API”



- c. Copy the “Bot basic ID” to add to your Bitrix24

Bot basic ID @685gbcjt

- d. Click on the “Issue” button under the “Channel access token (long - lived)” field. Click on the “Issue” button in the pop-up window as well.

### Channel access token

Channel access token (long-lived) ?

Issue

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

### Channel access token

Channel access token (long-lived) ?

+1tUDHb82x1/Pr2lphj6WDJb7qpq79z38xwAMFVn6FGPBC8au3m5Z5zwhiy8M60D9ePFI/Wbp/NcWAvY03832s4MUZcALKg3/IEYQTK4l+Mr2j9nupdvGGK9WTO5vxxMXFEbhyQKR06DQhAwFrGZgdB04t89/1Q/w1cDnylIFU=

Issue



- e. Select the “Enabled” status for the “Use webhooks” field.



- 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 ⓘ	Disabled	<a href="#">Edit</a> ⓘ
Auto-reply messages ⓘ	Enabled	<a href="#">Edit</a> ⓘ
Greeting messages ⓘ	Enabled	<a href="#">Edit</a> ⓘ

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

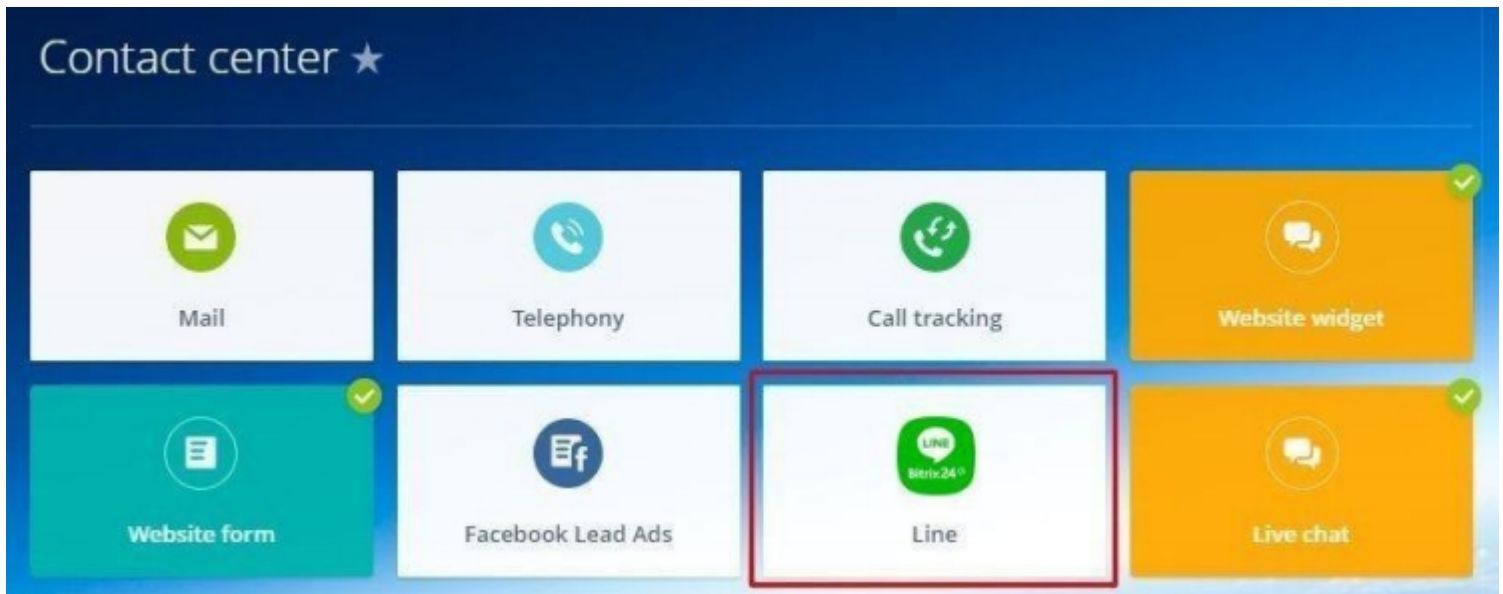
Configure how your account will handle chats based on your account's objectives.

##### Toggle responses


Chat	<input type="checkbox"/>	Talk directly to your account friends through chat.
Greeting message	<input checked="" type="checkbox"/>	Send a greeting in chat when someone first friends your account. <a href="#">Greeting message settings</a>
Webhooks	<input checked="" type="checkbox"/>	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. <a href="#">Messagings API settings</a>
Auto-response messages	<input checked="" type="checkbox"/>	Automatically sends a response when certain conditions are met. <a href="#">Auto-response message settings</a>

**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 Channel [here](#).



## Line

Use connector with your Open Channel to have the messages from your customers posted to the Bitrix24 chat.

CONNECT


### Open Channel preferences

Open Channel

Open Channel

CONFIGURE

Users in queue ?



Denis Petchenko

Add more

Access permissions

configure

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 ?

`https://integration-dev.bitrix.info/app/line/v1/bot.php?auth=cb99fff2cb142b323c4a98b390a4503173260656329a2603ee57a0879d0d736c`

Verify Edit

✓ Success

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

Use webhooks ?		
Enabled		Edit

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Webhook URL	Requires SSL ?	
https://integration.bitrix.info/app/line/v1/bot.php		Verify Edit

After that, click on “Verify”.

Use webhooks ?		
Enabled		Edit

---

Webhook URL	Requires SSL ?	
https://integration.bitrix.info/app/line/v1/bot.php		Verify Edit
✓ 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 Bitrix24.Market**.



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## UNINSTALL

To uninstall the application from your Bitrix24 go to the Market → Installed → 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)