User Guide

Customize Notification Messages

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Ayla Networks

Referenced Documents

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Table of Contents

Document Revisions

0.1 Initial version

0.2 Updated email subject parameter for user sign up, confirmation, and password reset

0.3 Updated "launching mobile apps from the email section"

1.0 Created TOC, restructured, reformatted, and edited

2.0 – additional structuring

3.0 - new details added and content edited for clarity.

1 Introduction

This document describes how to customize Email notifications as well as modify notifications on Ayla templates.

1.1 White label service

Ayla offers a white label service that allows OEMs to customize all end-user facing aspects of the system. This includes all emails sent to end-users by the Ayla Cloud on behalf of the OEM.

This is achieved with email templates. The OEM designs an HTML email template that incorporates any logos or messages to be shown to the end user. Where the content is dynamic, the templates contain placeholder strings. These placeholder strings are substituted by the Ayla Cloud when the actual email is constructed.

1.2 Audience

This document is intended for engineers who are configuring modules to send notifications and how to create, upload, or update an email template.
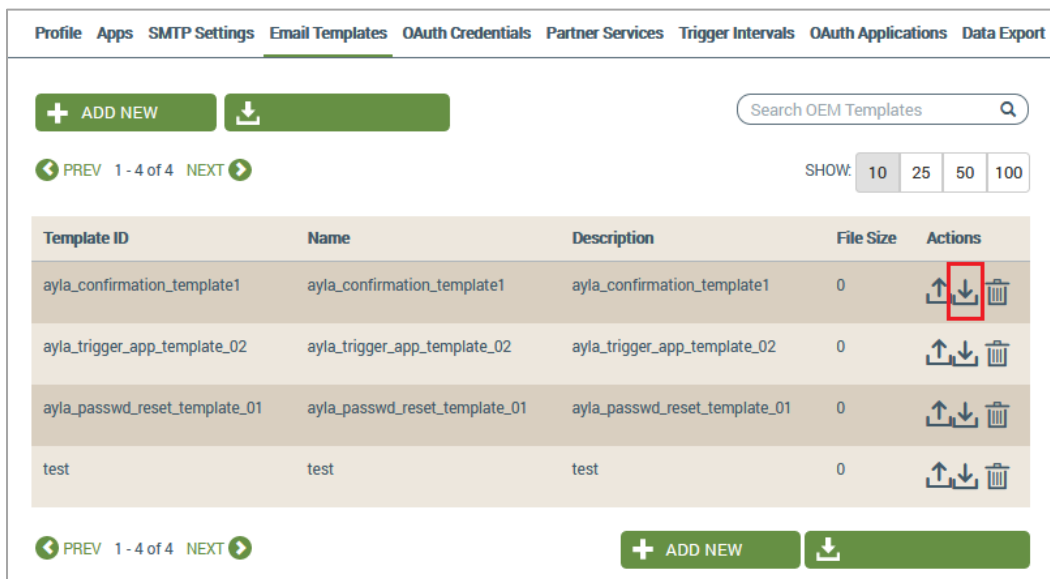
1.3 Related Documentation

Ayla Service API Specification (AY006USA3)

2 Email Customization Process

When email notifications are created or modified, the process starts with an email template.

To get started with the email customization process, there are two options:

- If needed, create a new email template. Download a sample template.

- o Make changes to the contents and replace images.
  - o When zipped, the file can be uploaded to the email template.
- For changes to an existing email template, download the template from your email template list.
  - o Make any changes to the text and/or images.
  - o Rezip the file and upload.

NOTE One template archive is required for each email to be customized.

Each email template has a unique template ID. This ID is used in the web or mobile app as an API parameter. The Ayla Cloud looks up the appropriate template ID.

When an email is to be sent, the Ayla Cloud looks for the template based on the specified template id, and uses that template to build an email body, after performing all the substitutions.

Email templates are uploaded as a zip file containing the template HTML and related image files, such as, logos, and mobile app icons.
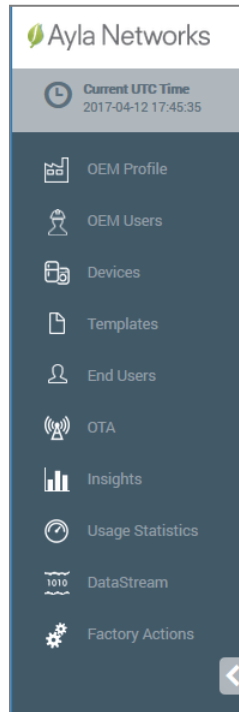
Currently, individual email templates are needed for these services:

- Property triggers – when trigger condition is set to True, send an alert.
- User confirmation on signup (or re-confirmation of original email request).
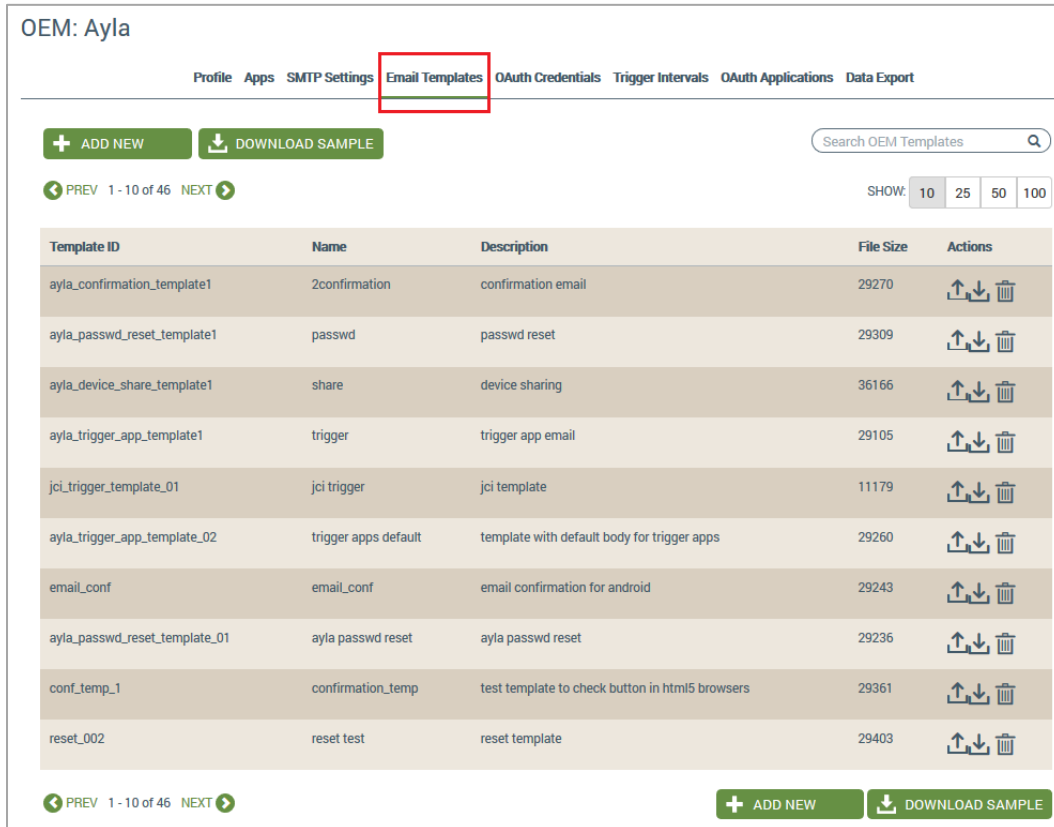- User password reset instructions.

- Device sharing.

2.1 Access Email Templates

1. On the left side of OEM Dashboard, in the Navigation Panel, click **OEM Profile**,

2. Click the **Email Templates** tab.

3. On this page, you can edit existing email templates and create new email templates.

Table column descriptions:

- **Template ID** – Ayla-assigned template ID
- **Name** – user-assigned name of the template
- **Description** – information about the template
- **File Size** – size (bytes) of the template file
- **Actions** – user-actions to be applied to the template
  - o Upload – upload a replacement template file
  - o Download – download the template file
  - o Trash Can – delete the template (with confirmation)

3 Manage Email Templates
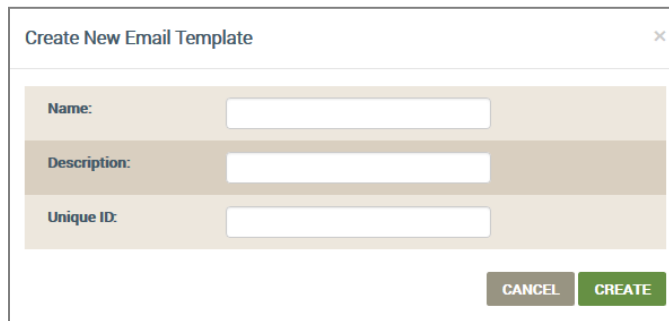
Following are the basic procedures to manage templates:

- Create Email Template
- View/Modify existing Email Templates
- Delete Email Template

These are basic procedures on the OEM Dashboard. See the

3.1 Create Email Template

1. On the Email Templates tab page, click **ADD NEW** . This shows the Create New Email Template dialog box.
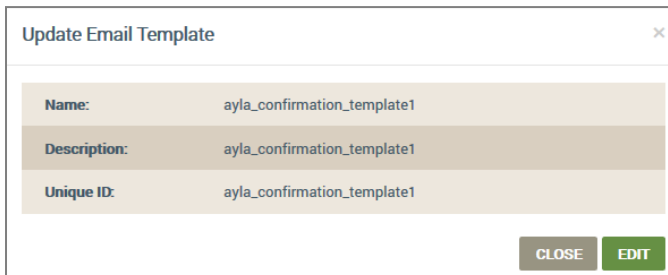
2. Enter template information:
   - **Name** - name for the email template
   - **Description** - clear description about the email template
   - **Unique ID** - a unique identification for the email template
3. Click **CREATE**.

   NOTE | There is a delay after a new template is created. Allow 10 minutes before using the new email template.

3.2   View/Edit Template

1. To view template details, in the table listing, click the template. This displays the Update Email Template dialog box.

2. To edit the template details, click **EDIT**.
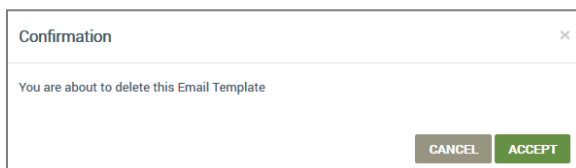
3. Edit the details, as needed.
4. Click **UPDATE**.

3.3   Delete Template

1. In the table listing of templates, locate the template and click the **Trash Can** icon.

2. On the Confirmation dialog box, click **ACCEPT**.

4   Download & Upload Email Template

To be able to edit email template details, you will need to download the Sample file.

4.1   Download Sample Template

The sample template provides you with the basic contents of an email template.

1.   In the Email Template page, click **Download Sample**.

1.   The file will download. Locate the file and move it to the preferred file location.

The zipped file contains folders that include several example emails. These can be reviewed and used to determine what changes are needed for each em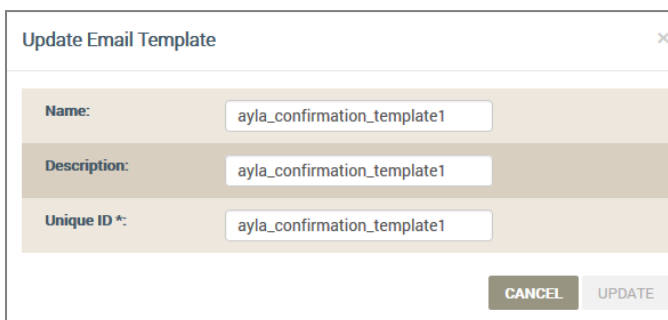ail template needed. HTML files can be edited in any text or HTML editor. Contents of each folder include a basic example. Folders included are:

- example
- password_reset
- resource_share
- signup_confirmation
- trigger_app

Sample html and images are provided. Make sure to maintain the formatting styles and image names. See Section 5 to guidelines on how to modify the downloaded file.

When all changes are complete, the zipped file can be uploaded to the specific template that the changed details will be applied.

4.1   Download Email Template

1.   In the table listing of templates, locate the template, and click the **Download Template** icon.

2.   The file will download. Locate the file and move it to the preferred file location.

NOTE   If no file has been uploaded to this template, a note will appear across the top of the page:

The template does not have any files associated

The downloaded file can be opened. Individual items can be changed as needed (text and images). Make sure to maintain the formatting styles and image names. See Section 5 for more details.

When all changes are complete, the zipped file can be uploaded.

4.2   Upload Template

1. In the table listing of templates, click the **Upload Template** Icon.

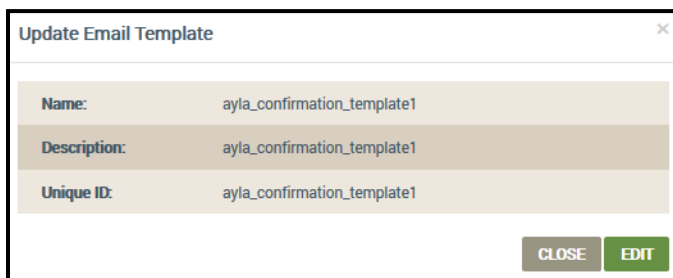2. On the File Upload dialog box, locate the file and click **Open**.

NOTE	File must be **template.html**. Graphic files must be ***.[gif/png/jpg]**.

5 Email Template Rules

The template consists of all the HTML elements and style needed for the notification.

Follow these naming rules and file structure for the template to be accepted -

- The HTML for the template, name your file as **template.html**
- Images:
  - You can upload three kinds of images - a **logo image**, an **iOS app icon**, an **Android app icon**.
  - Image file types are restricted to these types: **JPG, GIF, and PNG**
  - Image file names are restricted to **logo_image.[extension]**, **ios_app_link_image.[extension]**, **android_app_link_image.[extension]**
- Compress the html and image files into a zip file.
- In the upload page, select your file and upload.
- To make any updates, in the table listing, click the template. On the Update Email Template dialog box, click **EDIT** to change details.

NOTE   Once development is done and users are ready to work from the field service, the same procedure should be followed to upload the templates to the field service from the Field Dashboard at https://dashboard.aylanetworks.com.

- No scripts are allowed as part of the HTML.
- Use tags to specify how and where situational data is inserted when an email is composed on the Ayla Cloud.
- For substitution, the following tags are supported:
  - [[logo_image]] - The OEM's logo.
  - [[ios_app_link_image]] - Image to be displayed as part of the iPad/iPhone app link.
  - [[android_app_link_image]] - Image to be displayed as part of the Android app link.
  - [[property_name]] - Name of the property.
  - [[property_value]] - Value of the property that triggered the alert.
  - [[property_update_time]] - Time at which the property reached the value that triggered the alert.
  - [[device_product_name]] - Name of the device.
  - [[device_dsn]] - S/N of the device.

- o [[user_name]] - Username that can be used in the greeting, as specified during trigger app creation.

- o [[user_message]] - User message defined during trigger app creation.

- o [[trigger_app_email_body]] - Placeholder for the body part of a trigger email alert.

- o [[user_confirmation_token]] - Confirmation token generated by the Ayla Cloud to confirm the user.

- o [[user_password_reset_token]] - Password reset token generated by the Ayla Cloud

- The above tags can be categorized based on where their substitutions come from.

  - o Tags for which data comes from the uploaded template:

    - [[logo_image]]

    - [[ios_app_link_image]]

    - [[android_app_link_image]]

  - o Tags for which data comes from the Ayla Cloud:

    Trigger App related tags:

    - [[property_name]]

    - [[property_value]]

    - [[property_update_time]]

    - [[device_product_name]]

    - [[device_dsn]]

    - [[user_message]]

      For SMS message, character length is set by the SMS provider. Recommended maximum length is 120 characters.

      For Push notifications, the notification object name max length is 20. Message maximum (with object name) is 159.

    - [[user_name]]

    - [[trigger_app_email_body]] - High level tag to indicate that the html+tags come from the trigger_app at actual time the trigger fires.

    User signup (re) confirmation related tags:

    - [[user_confirmation_token]]

    - [[user_name]]

    User password reset related tags:

    - [[user_password_reset_token]]

    - [[user_name]]

- Double bracketing format **[[xxxx]]** is important for proper substitutions.

- Samples for various templates can be downloaded from the Email Templates page on the Dashboard.

A template for a trigger alert email may display similar details:

- file://localhost/Users/<registered user name>/<download directory>/ayla_custom_email_samples>/trigger_app/template.html

- logo image

- [[trigger_âpp_email_body]]

- open your app here
  - iOS_app_link_image
  - Android_app_link_image

After the substitutions are made on the Ayla Cloud, the email would look like this.
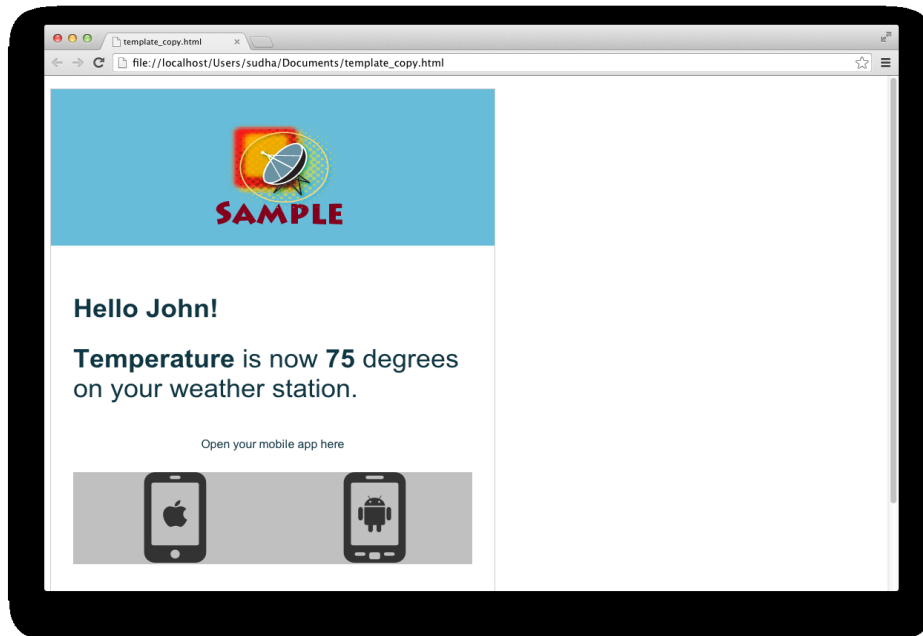
The above email was constructed using the trigger_app_email_body. This was passed as a parameter to the trigger_app. Refer to the [Trigger App Email](#).

```
<tr>
  <td valign="middle" class="td4">
    <p class="p2"><br></p>
  </td>
</tr>
<tr>
  <td valign="middle" class="td4">
    <h2 style="margin: 0.0px 0.0px 29.0px 0.0px; font: 36.0px Arial; color:
#153643"><b>Hello [[username]]</b></h2>
  </td>
</tr>
<tr>
  <td valign="middle" class="td4">
```

```
      <h2 style="margin: 0.0px 0.0px 29.0px 0.0px; font: 36.0px Arial; color:
#153643"><b>[[property_name]]</b> is now <b>[[property_value]]</b> degrees on
your [[device_product_name]].</h2>
    </td>
</tr>
```

6 Email Templates Examples

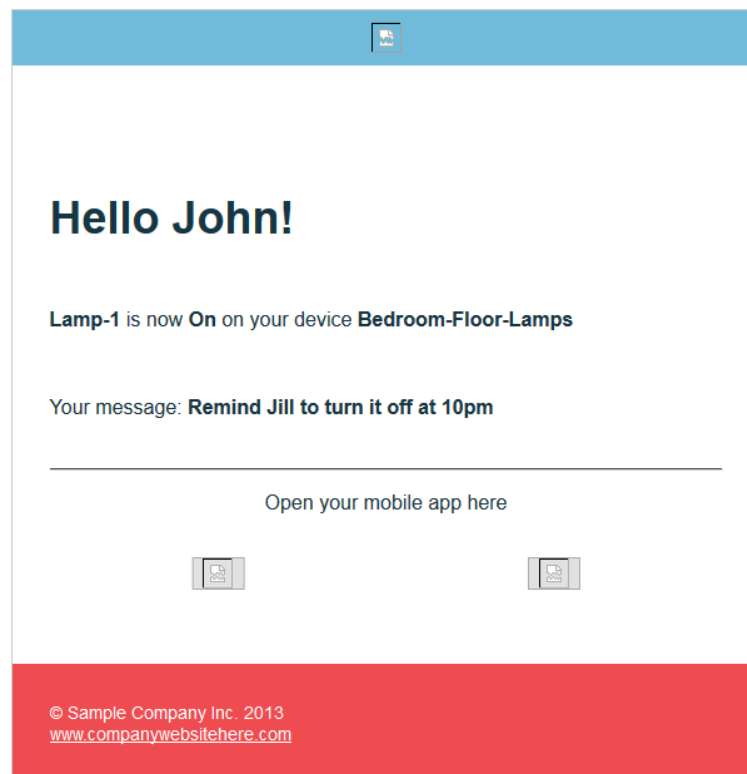These are examples of email templates that can be adapted for use.

6.1 Sample Download Description
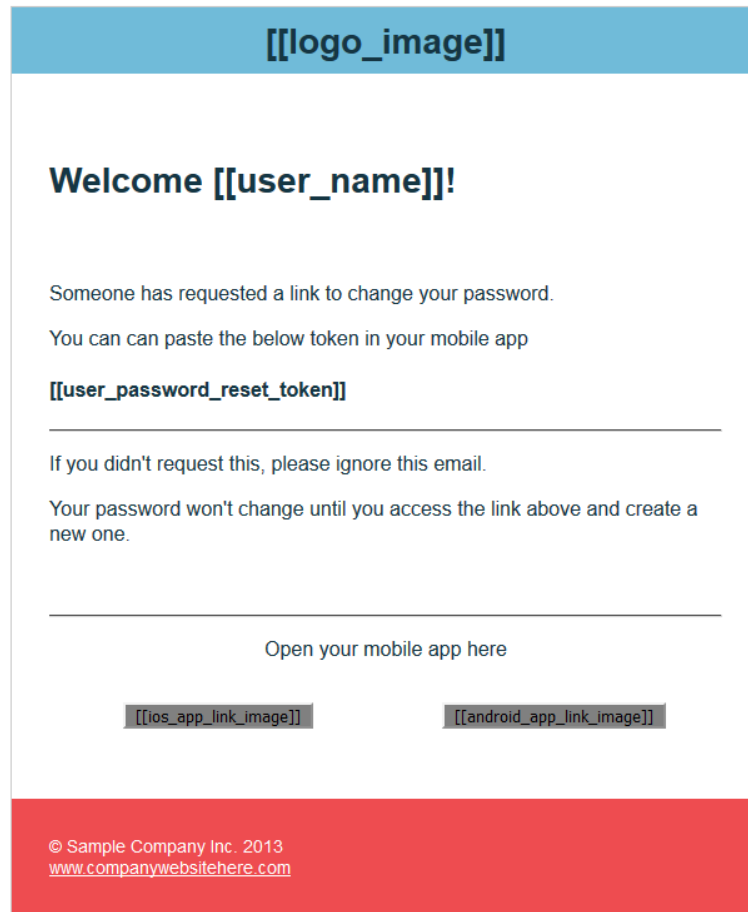
6.1.1 "example" folder

In the example folder is a plain, simple formatted email. This is the template.html file in the example folder.

Do NOT use this template.html. An email can only be sent if there is a API call for a unique email_template_id (not included in this template.html coding.

6.1.2 "password_reset" folder

On this template, you can respond to a Password Reset request. For each of the double brackets "[[ ]]", add appropriate values.

[[logo_image]]

Welcome [[user_name]]!

Someone has requested a link to change your password.

You can can paste the below token in your mobile app

[[user_password_reset_token]]

If you didn't request this, please ignore this email.

Your password won't change until you access the link above and create a new one.

Open your mobile app here

[[ios_app_link_image]]   [[android_app_link_image]]

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www.companywebsitehere.com

Fields to be added include:

- [[logo_image]]
- [[user_name]]
- [[user_password_reset_token]]
- [[ios_app_link_image]]
- [[android_app_link_image]]

6.1.3 "resource_share" folder

On this template, you can send out a Share link. For each of the double brackets "[[ ]]", add appropriate values.

Fields to be added include:

- [[logo_image]]
- [[share_target_user_name]]
- [[share_owner_user_name]]
- [[share_operation]]
- [[share_resource_name]]
- [[share_resource_id]]
- [[ios_app_link_image]]
- [[android_app_link_image]]

6.1.4 "signup_confirmation" folder

On this template, you can send out a Signup Confirmation link. For each of the double brackets "[[ ]]", add appropriate values.

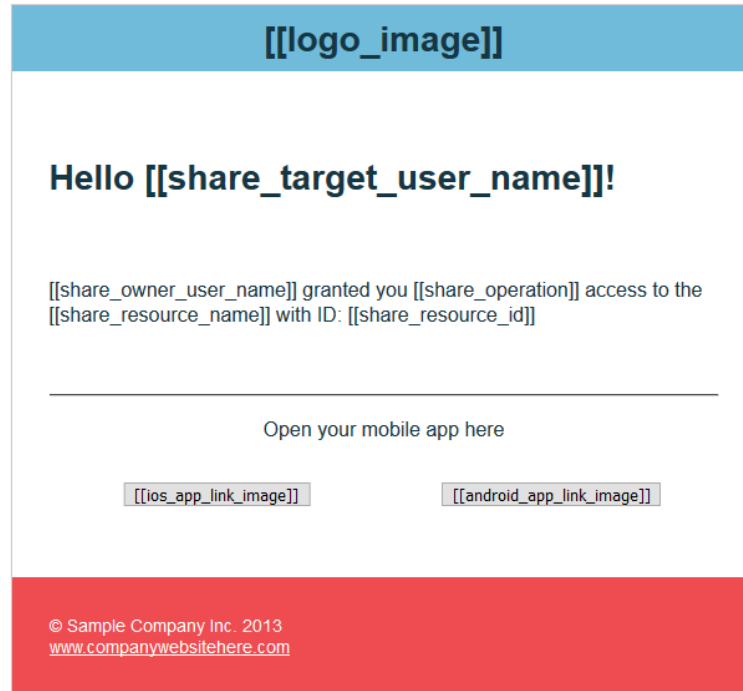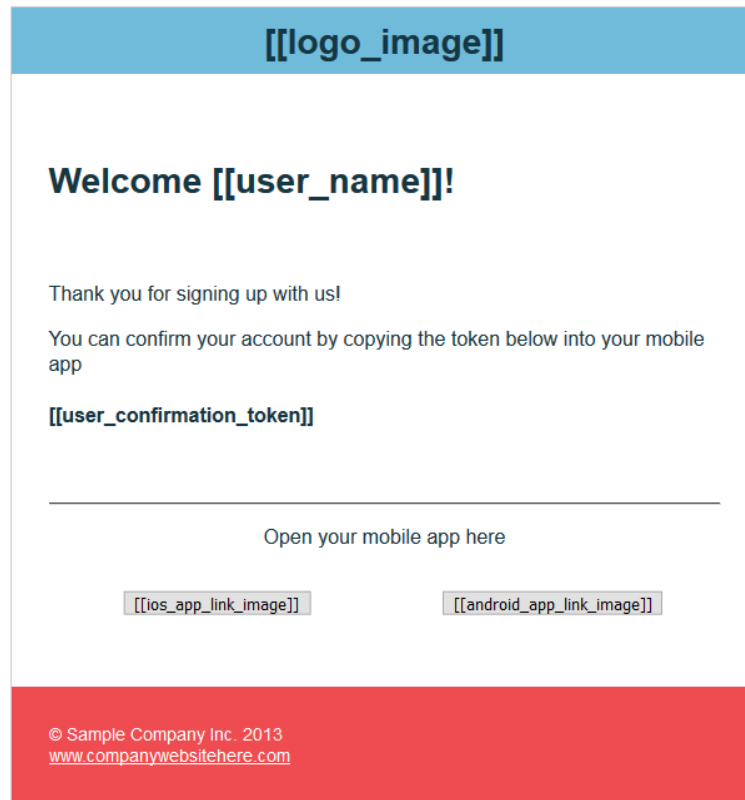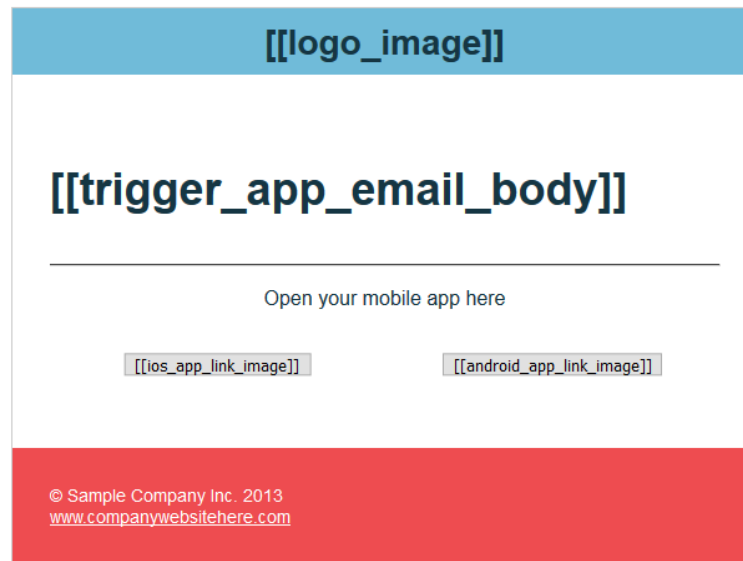Fields to be added include:

- [[logo_image]]
- [[user_name]]
- [[user_confirmation_token]]
- [[ios_app_link_image]]
- [[android_app_link_image]]

6.1.5 "trigger_app" folder

The trigger app email sample is used when you want the app to send an email when a specific datapoint property value becomes TRUE. The template contains this layout, which can be modified, as needed.

In the template.html file, locate the tag: **[[trigger_app_email_body]]**. Create the following fields to be included in the POST to the Ayla Device Service (ADS).

- **email_template_id** - unique ID of the template assigned to the email template when it was created.
- **email_subject** - custom email subject line.
- **email_body_html** - HTML coding with tags specific to this trigger app.

These fields are designed to help you customize your trigger app email for the device and device property that will trigger this email.

Fields to be added include:

- [[logo_image]]
- [[trigger_app_email_body]]
- [[ios_app_link_image]]
- [[android_app_link_image]]

6.2 User Signup example

To use a custom template for user signups, the Ayla user service POST URL should include:

- **email_template_id** (required) - unique ID of the template assigned to the email template when it was created.
- **email_subject** (optional) - custom email subject line.

- **email_body_html** (optional) - HTML coding with tags specific to this resend request app.

  NOTE   For more information, see the Ayla Service API Specifiation (AY006cUSA3) document, Section 3.1 Sign-Up API, Curl JSON example.

6.3   User Resend Signup Confirmation Email example

To use a custom template to resend the signup confirmation, the Ayla user service POST URL should include:

- **email_template_id** (required) - unique ID of the template assigned to the email template when it was created.
- **email_subject** (optional) - custom email subject line.
- **email_body_html** (optional) - HTML coding with tags specific to this resend request app.

  NOTE   For more information, see the Ayla Service API Specification (AY006USA3) document, Section 3.5 Resend Confirmation Token, JSON example.

6.4   User Password Reset Email

To use a custom template for user password resets, the Ayla user service POST URL should include:

- **email_template_id** (required) - unique ID of the template assigned to the email template when it was created.
- **email_subject** (optional) - custom email subject line.
- **email_body_html** (optional) - HTML coding with tags specific to this resend request app.

  NOTE   For more information, see the Ayla Service API Specification (AY006USA3) document, Section 3.7 Reset Password Instructions, JSON example.

7 Launch Mobile Apps from Email

To provide a good user experience, it is a good idea to embed a link in the email template, so that the end user may launch the mobile app from the email client. This link should correspond to a custom URL scheme configured on the mobile device that will launch the mobile app.

For example: aylaaura://aylapp?param1=value1

Some email clients (notably the Gmail app) strips custom URL links causing the app not to launch. The Ayla Cloud provides a URL that can be used to redirect to a custom URL scheme.

Example:

```
https://app-
launcher.aylanetworks.com/launch?custom_url=aylacontrol://aylaapp?param1=value
1
```

8 Test Email Template

1. The OEM sets a value for a property – to generate the trigger and response.
2. Monitor the response and review the content and formatting.
3. As needed, make modifications to the template.

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