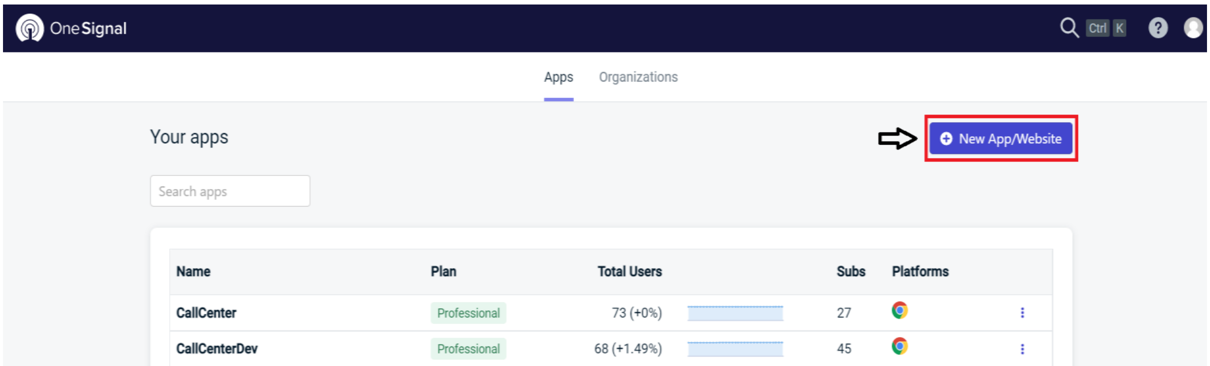
ONESIGNAL CONFIGURATION

PROJECT CREATION:

- Open https://app.onesignal.com/apps
- To add a new app click, New App/Website

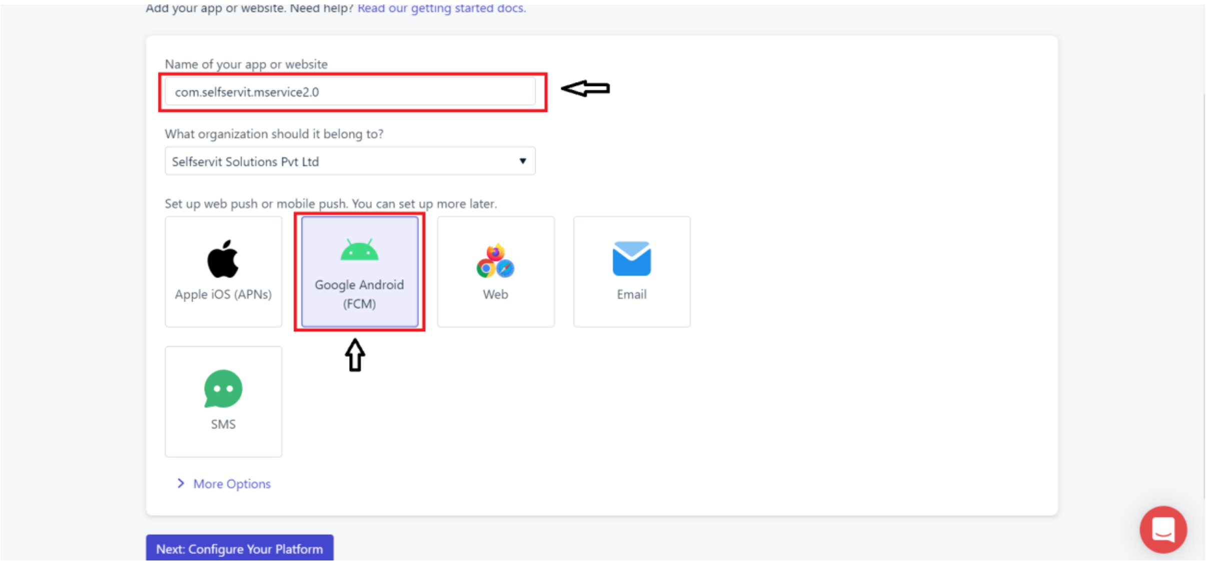


Your apps

Name	Plan	Total Users	Subs	Platforms
CallCenter	Professional	73 (+0%)	27	●
CallCenterDev	Professional	68 (+1.49%)	45	●

Add your App:

- Enter your app id, choose the organization, choose the platform and click Next: Configure Your Platform.



Add your app or website. Need help? Read our getting started docs.

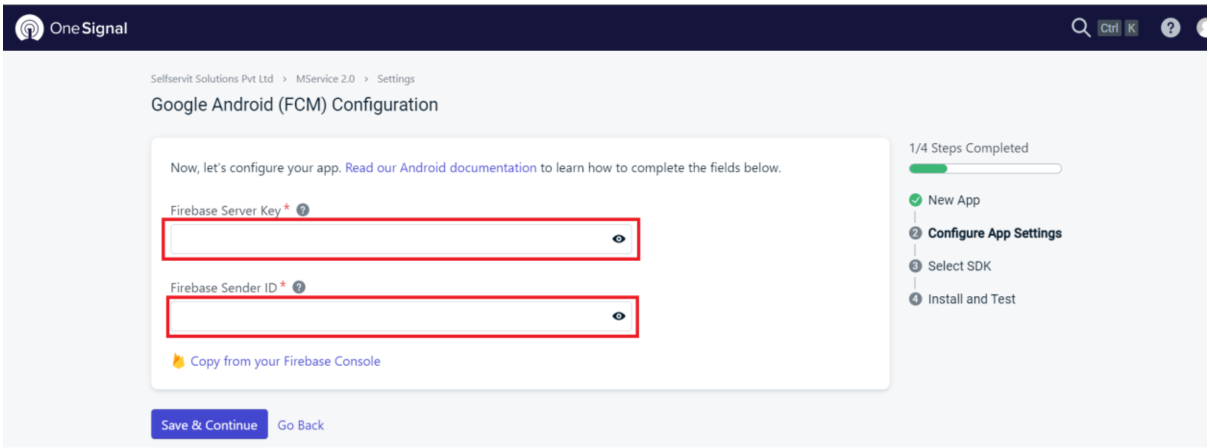
Name of your app or website: com.selfservit.mservice2.0

What organization should it belong to? Selfservit Solutions Pvt Ltd

Set up web push or mobile push. You can set up more later.

Configuring Onesignal:

- Need to enter the Firebase Server Key and Firebase SenderID.



Selfservit Solutions Pvt Ltd › MService 2.0 › Settings

Google Android (FCM) Configuration

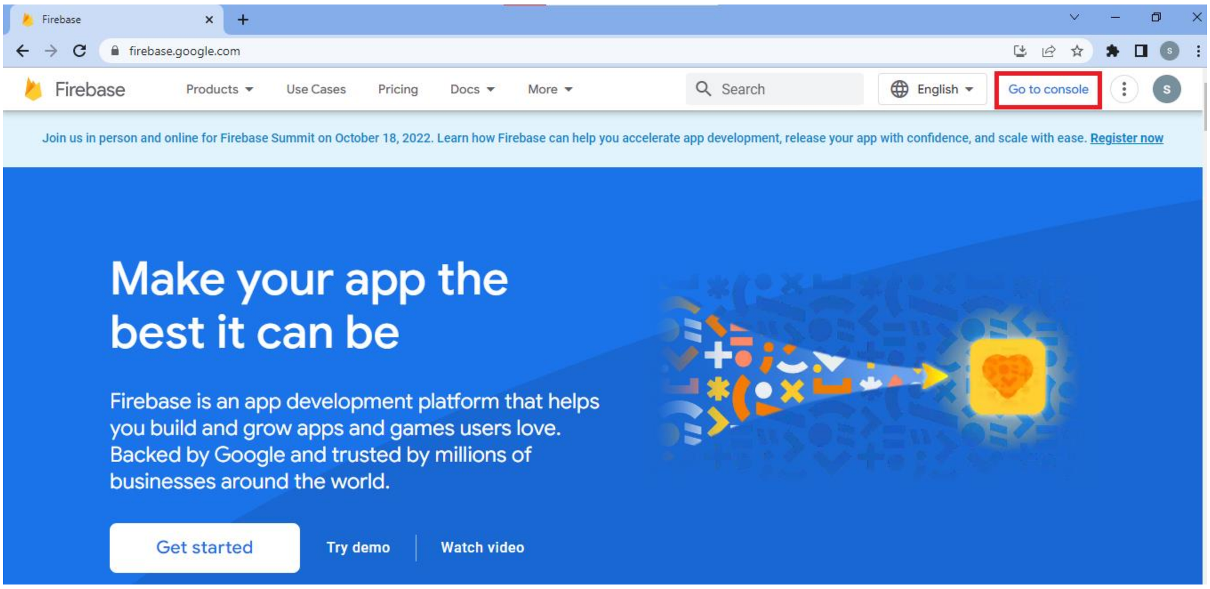
Now, let's configure your app. Read our Android documentation to learn how to complete the fields below.

Firebase Server Key *

Firebase Sender ID *

Copy from your Firebase Console

- To get the key and ID, Go to https://firebase.google.com/ and click on Go to Console



firebase.google.com

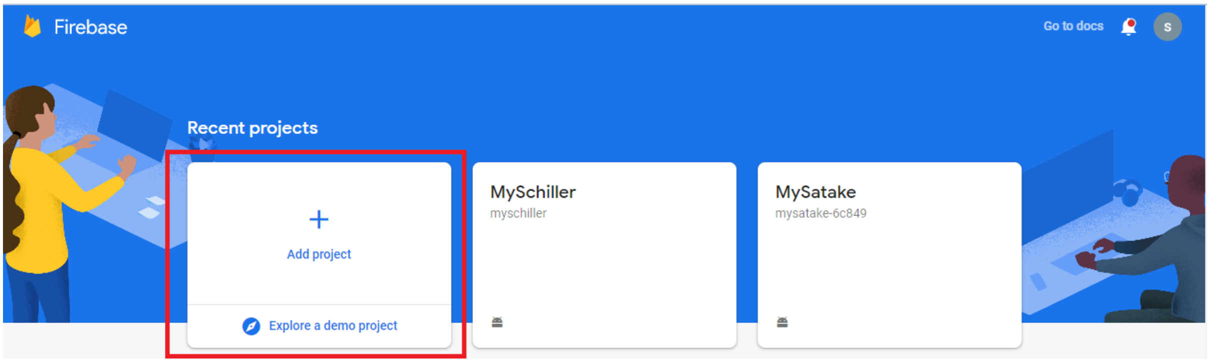
Join us in person and online for Firebase Summit on October 18, 2022. Learn how Firebase can help you accelerate app development, release your app with confidence, and scale with ease. Register now

Make your app the best it can be

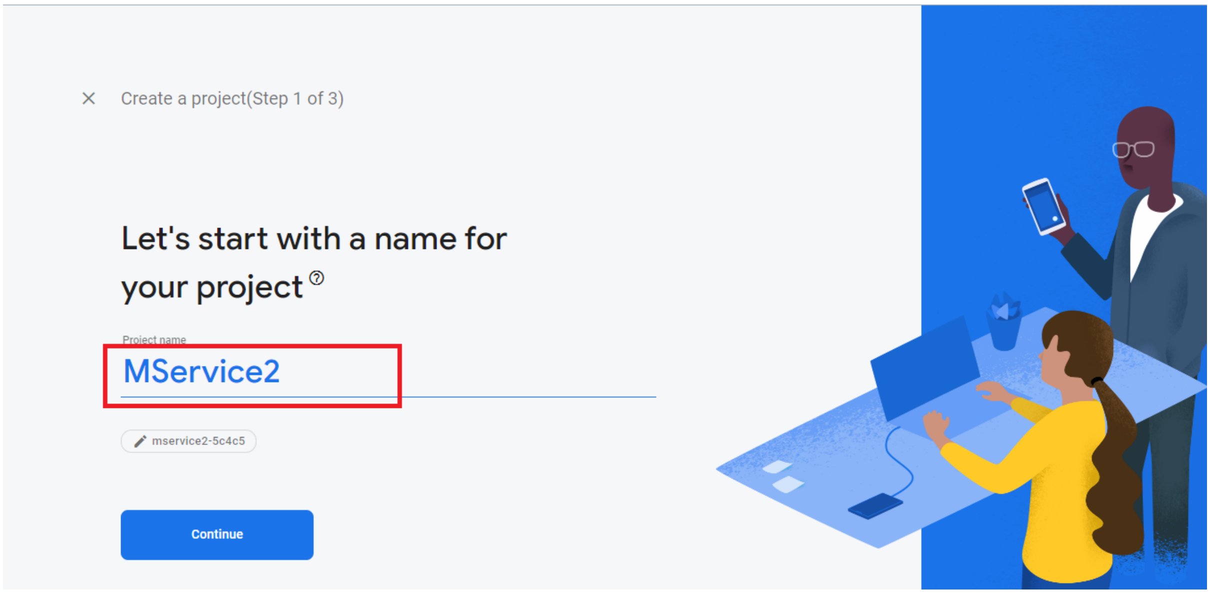
Firebase is an app development platform that helps you build and grow apps and games users love. Backed by Google and trusted by millions of businesses around the world.

Firebase - Adding a Project:

- ➢ Click the Add project to create a new project in the console.

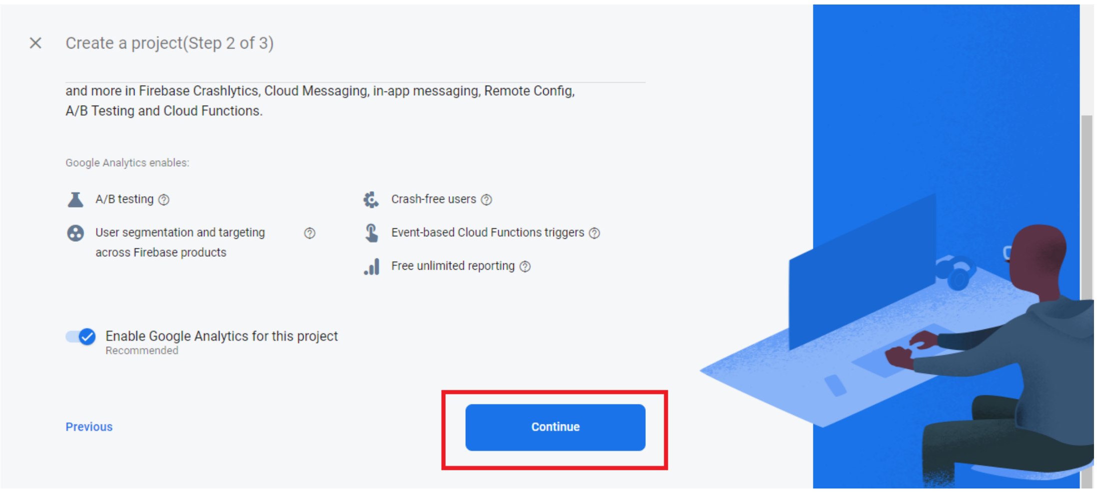


- ➢ Enter the name of the project.



×
Create a project(Step 1 of 3)
Let's start with a name for your project
Project name
MService2
mservice2-5c4c5
Continue

- Enable the Google Analytics and click continue.



Create a project(Step 2 of 3)

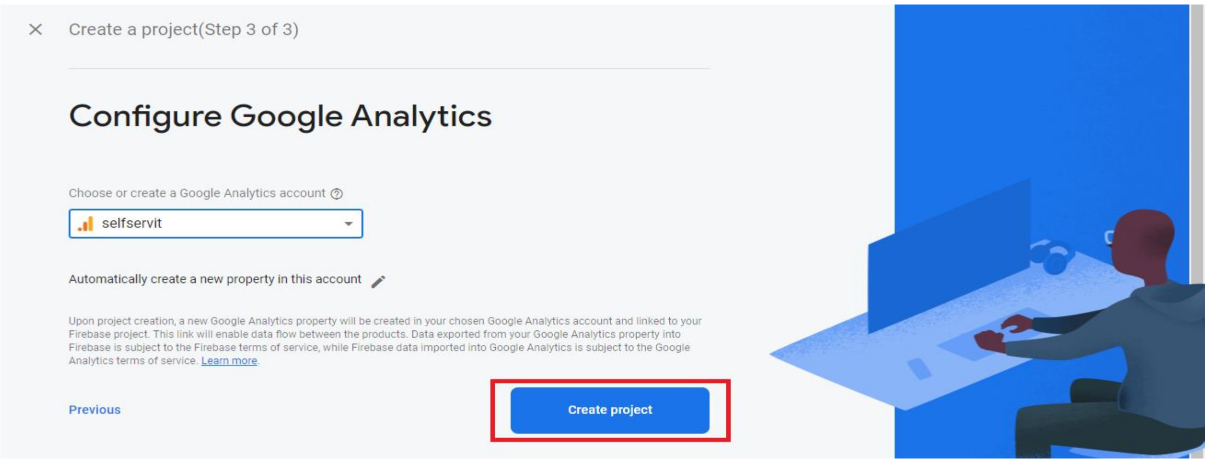
and more in Firebase Crashlytics, Cloud Messaging, in-app messaging, Remote Config, A/B Testing and Cloud Functions.

Google Analytics enables:

- A/B testing
- User segmentation and targeting across Firebase products
- Crash-free users
- Event-based Cloud Functions triggers
- Free unlimited reporting

Enable Google Analytics for this project
Recommended

- Select the account and click create project.



Create a project(Step 3 of 3)

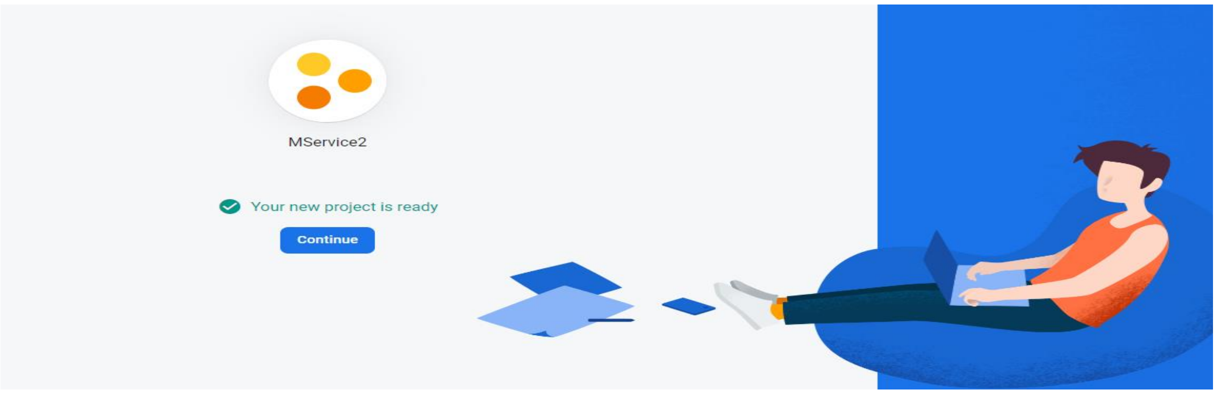
Configure Google Analytics

Choose or create a Google Analytics account: selfservit

Automatically create a new property in this account

Upon project creation, a new Google Analytics property will be created in your chosen Google Analytics account and linked to your Firebase project. This link will enable data flow between the products. Data exported from your Google Analytics property into Firebase is subject to the Firebase terms of service, while Firebase data imported into Google Analytics is subject to the Google Analytics terms of service. Learn more.

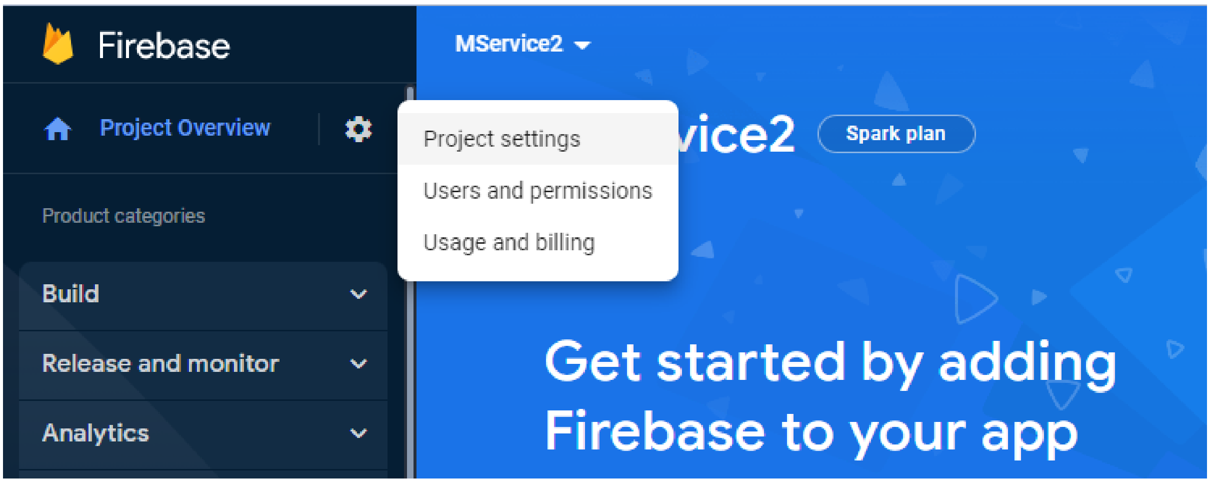
- Project created, Click Continue.



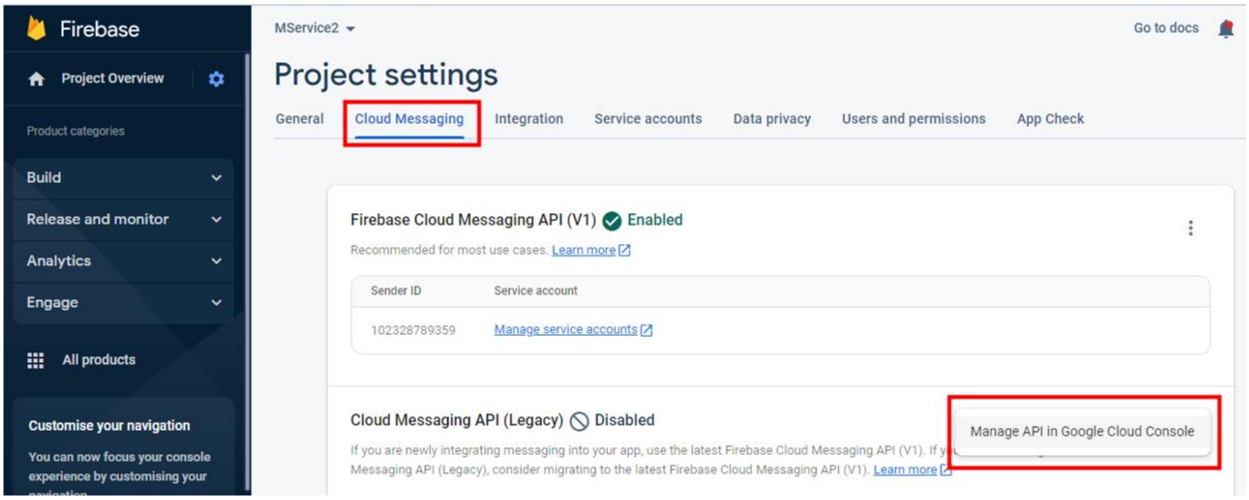
MService2

Your new project is ready

- Project will be opened, here click the settings icon near Project Overview and select Project settings option.



- Select the Cloud Messaging tab,
- Click the menu icon of Cloud Messaging API (legacy).
- Click the Manage API in Google cloud console.



Customise your navigation

You can now focus your console experience by customising your navigation

Firebase Cloud Messaging API (V1) ✓ Enabled

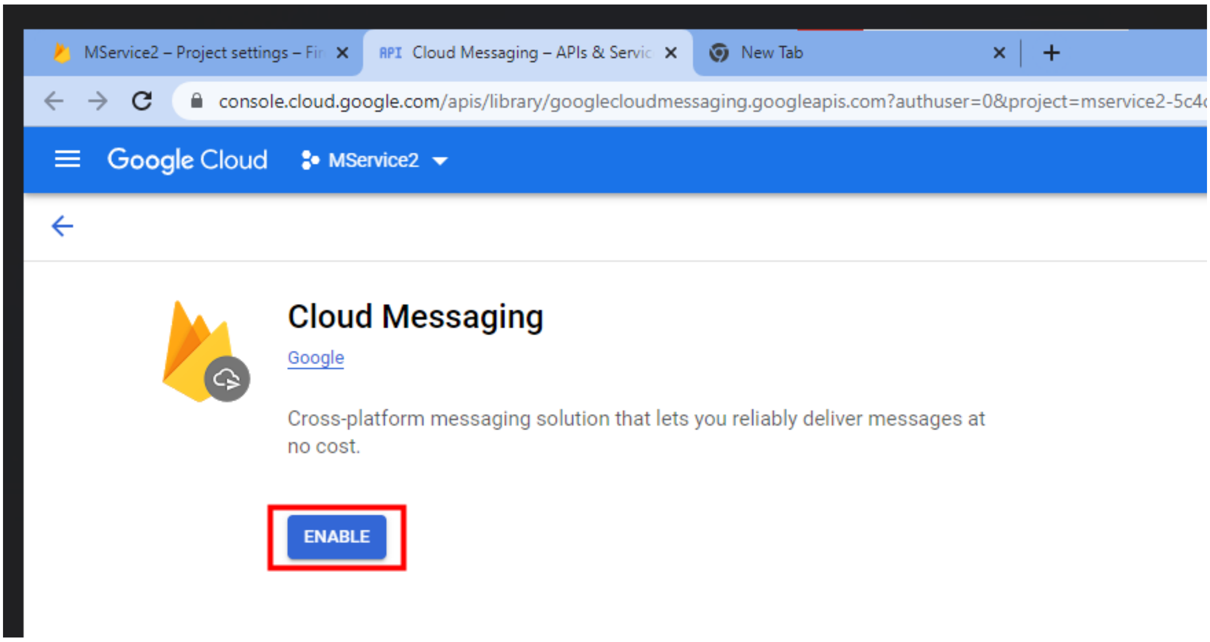
Recommended for most use cases. Learn more

Sender ID	Service account
102328789359	Manage service accounts

Cloud Messaging API (Legacy) ⃠ Disabled

If you are newly integrating messaging into your app, use the latest Firebase Cloud Messaging API (V1). If y… Messaging API (Legacy), consider migrating to the latest Firebase Cloud Messaging API (V1). Learn more

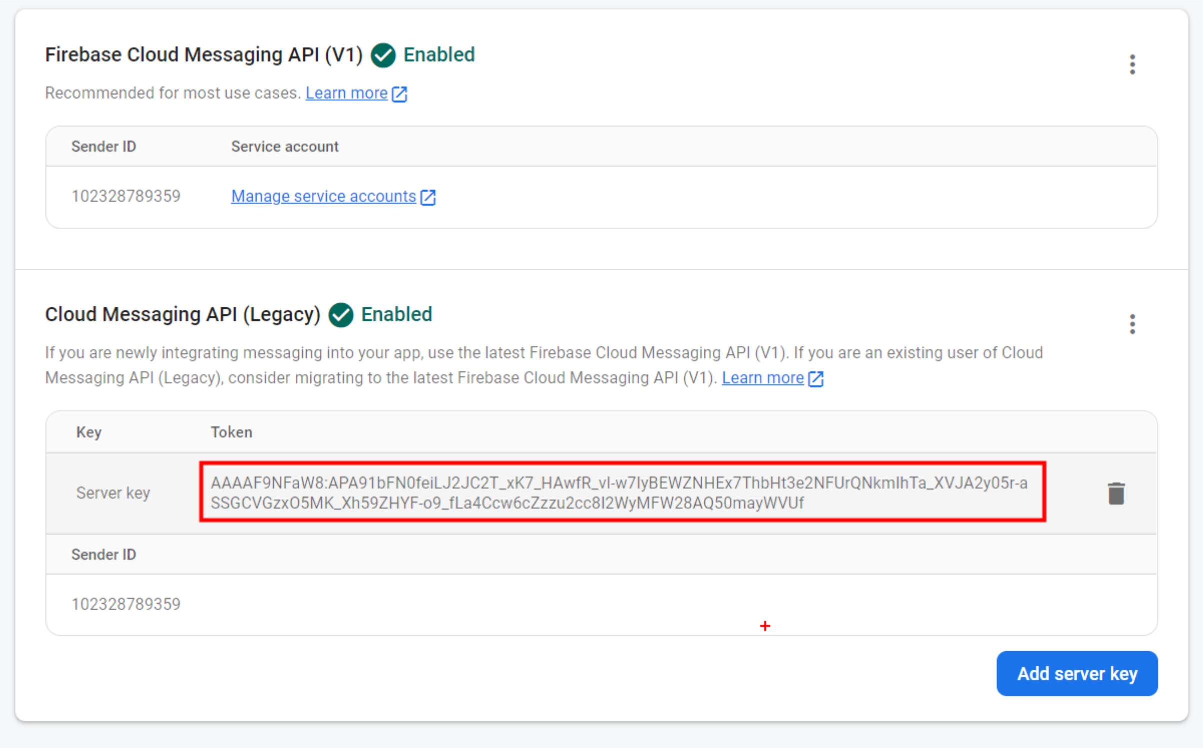
- ➢ Click the ENABLE button.


MService2 – Project settings – Fir
Cloud Messaging – APIs & Servic
New Tab
console.cloud.google.com/apis/library/googlecloudmessaging.googleapis.com?authuser=0&project=mservice2-5c4
Google Cloud
MService2
Google
ENABLE

Cloud Messaging

Cross-platform messaging solution that lets you reliably deliver messages at no cost.

- ➢ The API will be enabled and in Cloud Messaging API (legacy) , copy the Server Key.



Firebase Cloud Messaging API (V1) Enabled

Recommended for most use cases. Learn more

Sender ID	Service account
102328789359	Manage service accounts

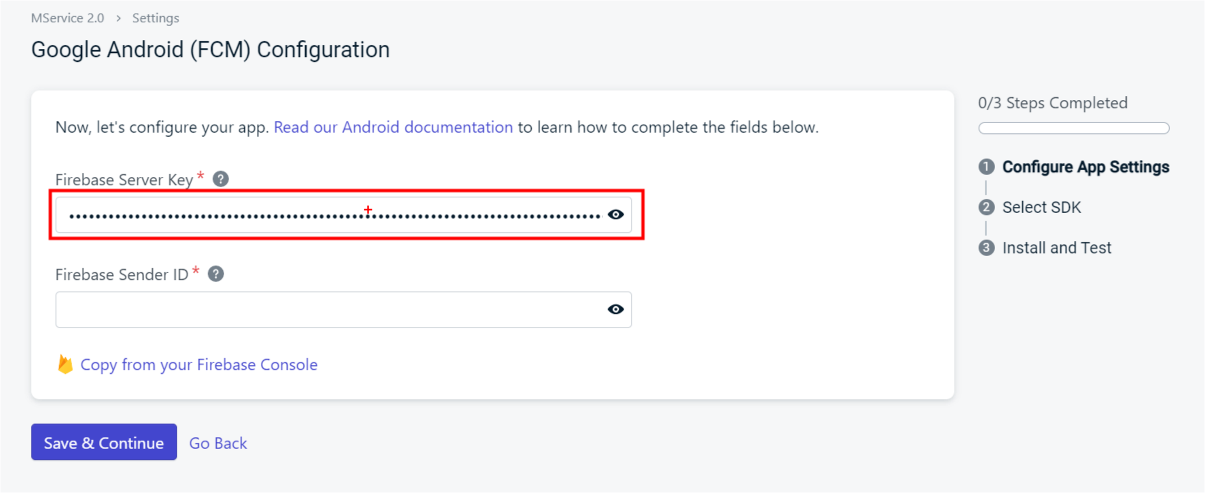
Cloud Messaging API (Legacy) Enabled

If you are newly integrating messaging into your app, use the latest Firebase Cloud Messaging API (V1). If you are an existing user of Cloud Messaging API (Legacy), consider migrating to the latest Firebase Cloud Messaging API (V1). Learn more

Key	Token
Server key	AAAAF9NFaW8:APA91bFN0feiLJ2JC2T_xK7_HAwfR_vl-w7IyBEWZNHEx7ThbHt3e2NFUrQNkmIhTa_XVJA2y05r-aSSGCVGzxO5MK_Xh59ZHYF-o9_fLa4Ccw6cZzzu2cc8I2WyMFW28AQ50mayWVUf

Sender ID
102328789359

- ➢ Go back to onesignal console and paste the server key in Firebase Server Key.



MService 2.0 › Settings

Google Android (FCM) Configuration

Now, let's configure your app. Read our Android documentation to learn how to complete the fields below.

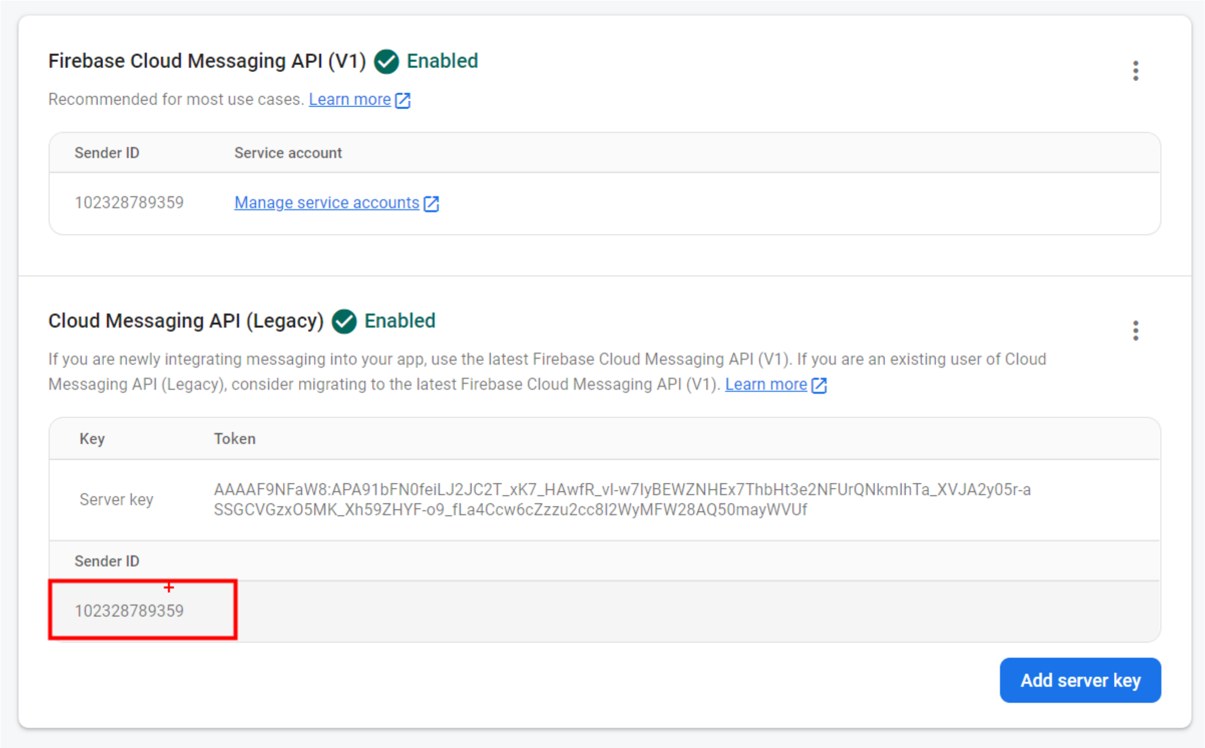
Firebase Server Key *

••

Firebase Sender ID *

Copy from your Firebase Console

- ➢ Go to firebase console and copy the Sender ID.



Firebase Cloud Messaging API (V1) Enabled

Recommended for most use cases. Learn more

Sender ID	Service account
102328789359	Manage service accounts

Cloud Messaging API (Legacy) Enabled

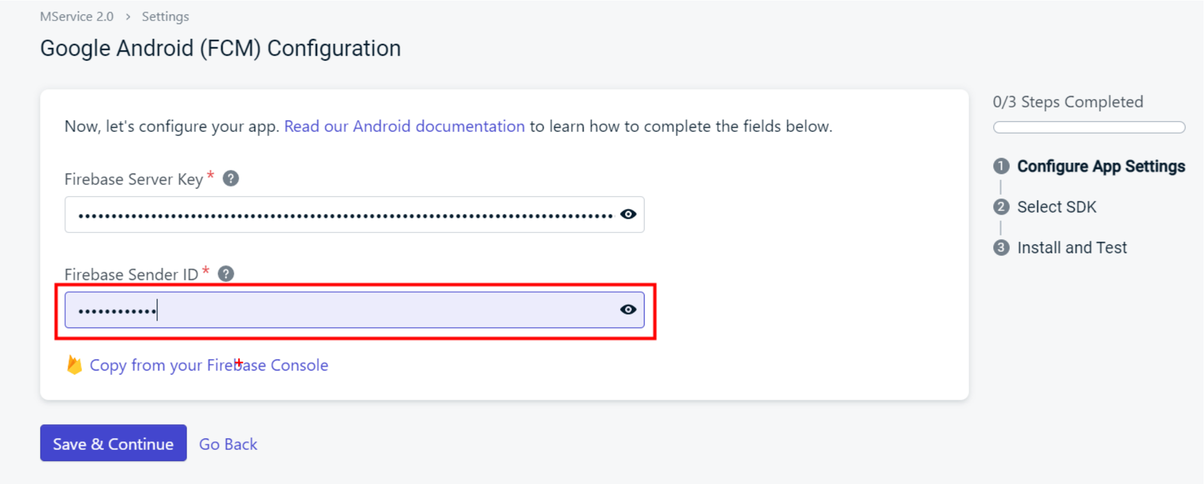
If you are newly integrating messaging into your app, use the latest Firebase Cloud Messaging API (V1). If you are an existing user of Cloud Messaging API (Legacy), consider migrating to the latest Firebase Cloud Messaging API (V1). Learn more

Key	Token
Server key	AAAAF9NFaW8:APA91bFN0feiLJ2JC2T_xK7_HAwfR_vl-w7lyBEWZNHEx7ThbHt3e2NFUrQNkmlhTa_XVJA2y05r-a SSGCVGzxO5MK_Xh59ZHYF-o9_fLa4Ccw6cZzzu2cc8l2WyMFW28AQ50mayWVUf

Sender ID

102328789359

- Go to Onesignal console and paste the sender ID in Firebase Sender ID and click Save & Continue.



MService 2.0 › Settings

Google Android (FCM) Configuration

Now, let's configure your app. Read our Android documentation to learn how to complete the fields below.

Firebase Server Key *

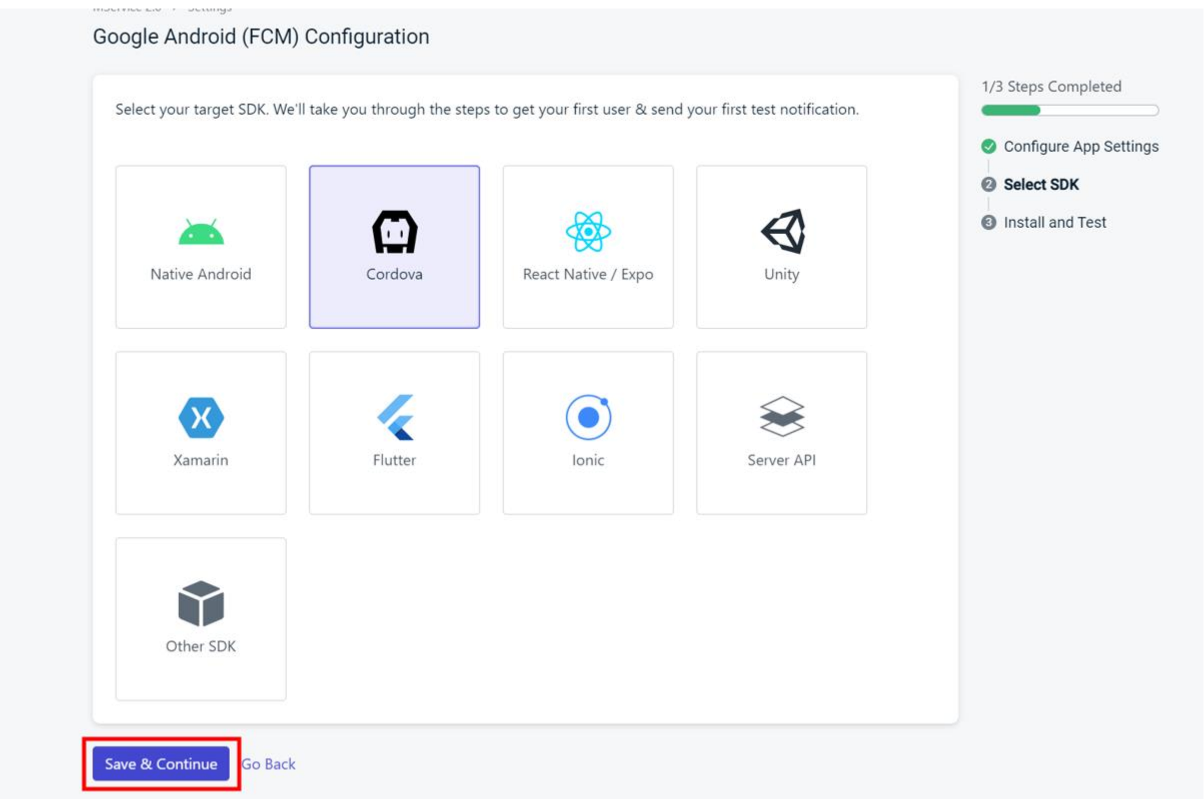
••

Firebase Sender ID *

••••••••••••

Copy from your Firebase Console

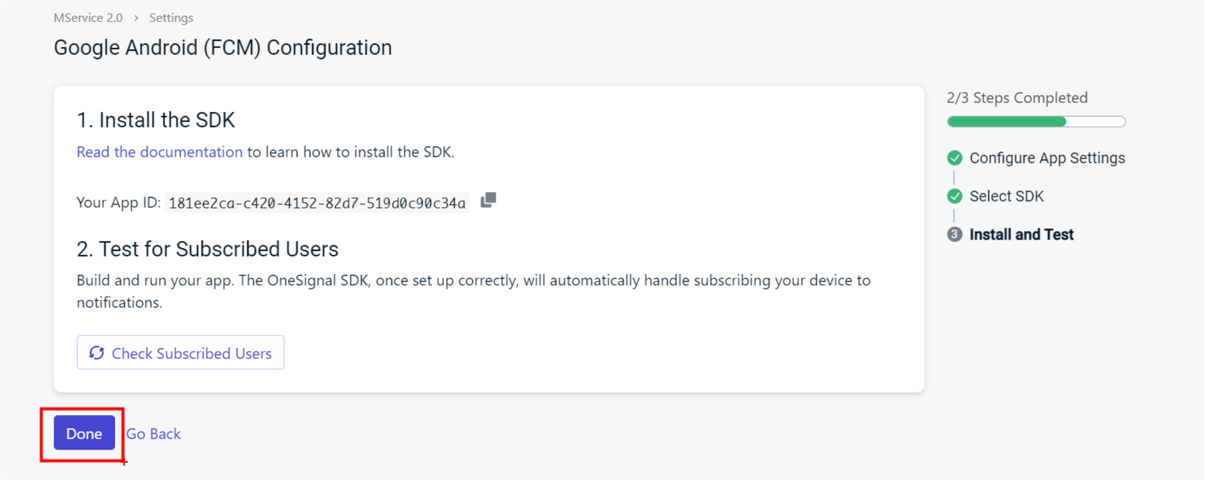
- Select the Cordova in target SDK and click Save & Continue.



Google Android (FCM) Configuration

Select your target SDK. We'll take you through the steps to get your first user & send your first test notification.

- In the next screen, click Done.



MService 2.0 › Settings

Google Android (FCM) Configuration

1. Install the SDK

Read the documentation to learn how to install the SDK.

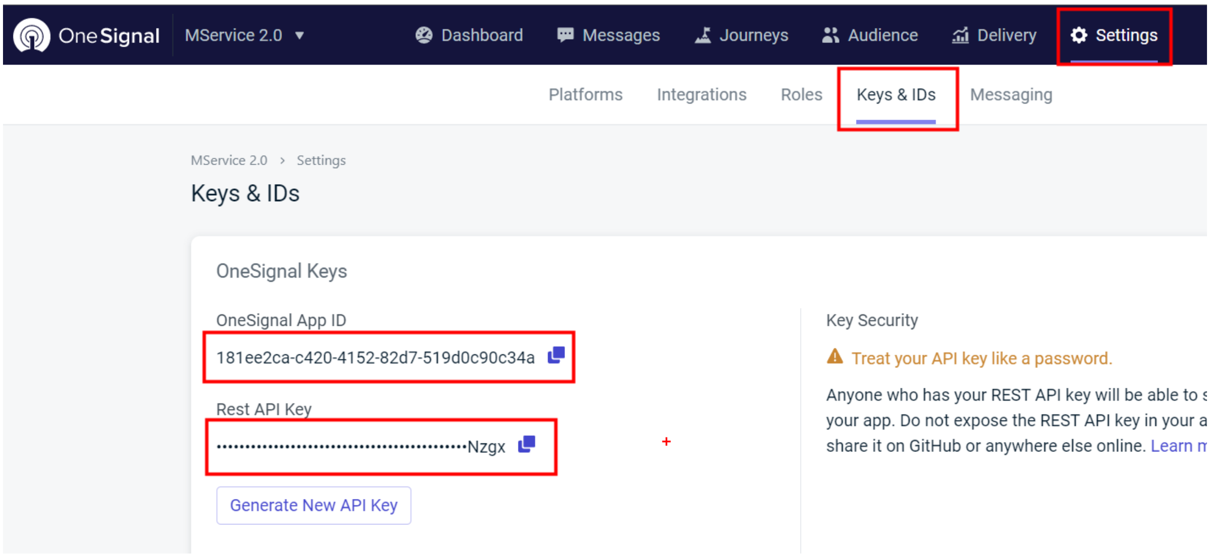
Your App ID: 181ee2ca-c420-4152-82d7-519d0c90c34a

2. Test for Subscribed Users

Build and run your app. The OneSignal SDK, once set up correctly, will automatically handle subscribing your device to notifications.

- App configured in onesignal.

- Goto Settings tab and select Keys & IDs.
  - Copy the oneSignal App ID



MService 2.0 › Settings

Keys & IDs

OneSignal Keys

OneSignal App ID: 181ee2ca-c420-4152-82d7-519d0c90c34a

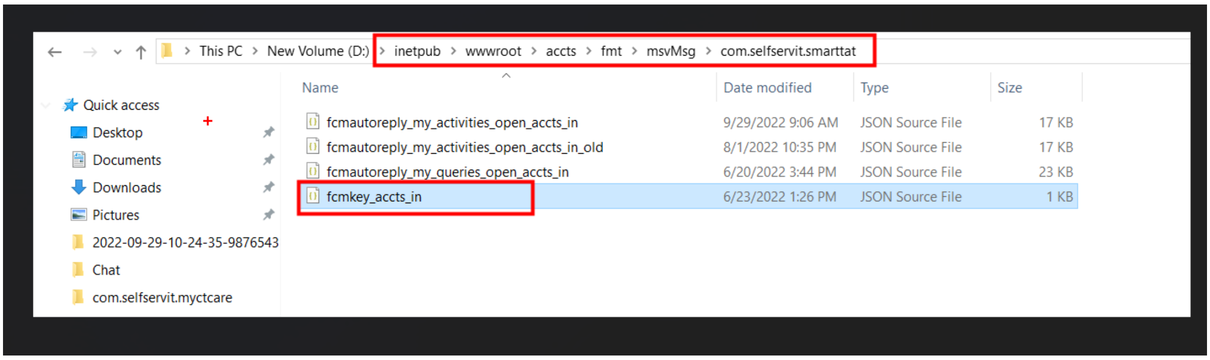
Rest API Key: ••Nzgx

Key Security

Treat your API key like a password.

Anyone who has your REST API key will be able to s your app. Do not expose the REST API key in your a share it on GitHub or anywhere else online. Learn m

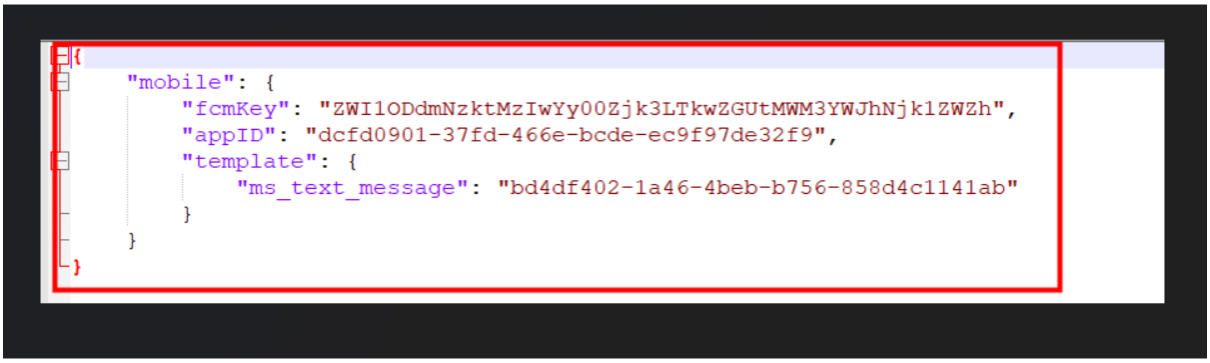
- Go to Site and open the following file Site\fmt\msvMsg\app_id\ fcmkey_client_id_country_code.json.



This PC > New Volume (D:) > inetpub > wwwroot > accts > fmt > msvMsg > com.selfservit.smarttat

Name	Date modified	Type	Size
fcmautoreply_my_activities_open_accts_in	9/29/2022 9:06 AM	JSON Source File	17 KB
fcmautoreply_my_activities_open_accts_in_old	8/1/2022 10:35 PM	JSON Source File	17 KB
fcmautoreply_my_queries_open_accts_in	6/20/2022 3:44 PM	JSON Source File	23 KB
fcmkey_accts_in	6/23/2022 1:26 PM	JSON Source File	1 KB

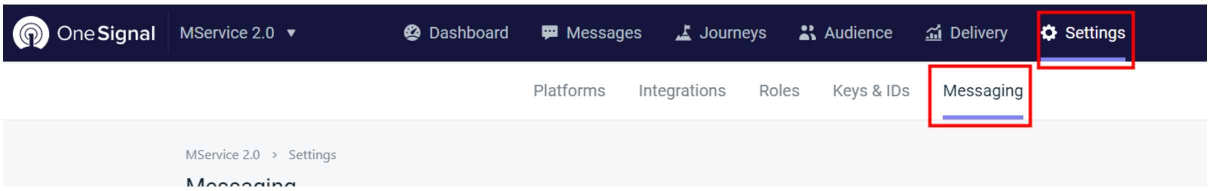
- Paste the OneSignal App ID in app_id property.
- Copy the Rest API Key and paste it in fcmKey property.



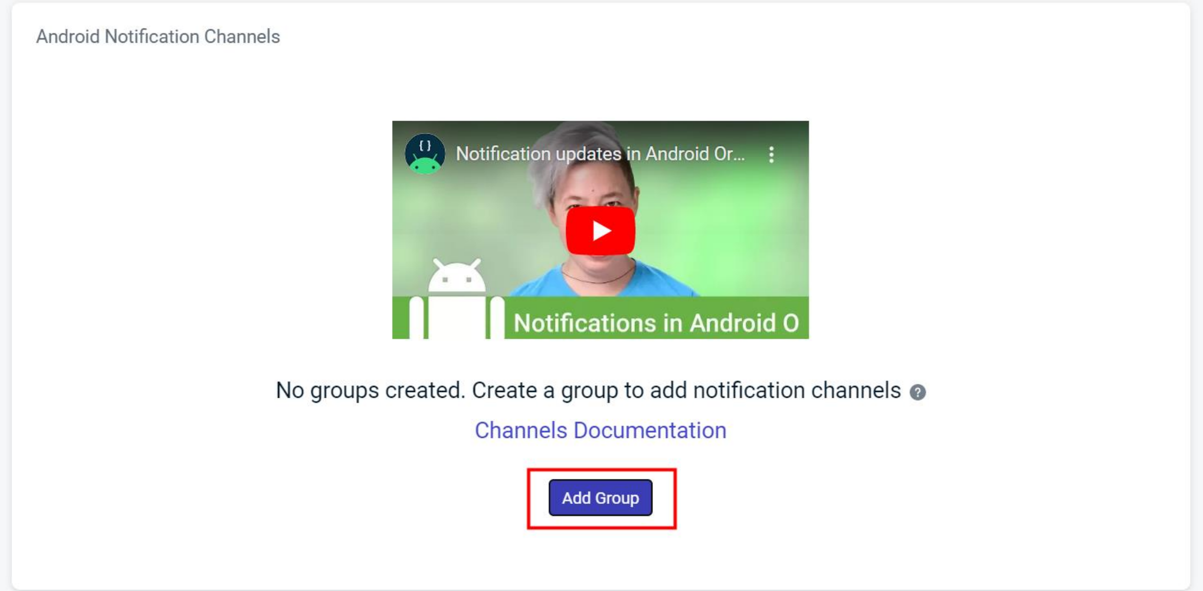
```
{
    "mobile": {
        "fcmKey": "ZWI1ODdmNzktMzIwYy00Zjk3LTkwZGUtMWM3YWJhNjk1ZWZh",
        "appID": "dcfd0901-37fd-466e-bcde-ec9f97de32f9",
        "template": {
            "ms_text_message": "bd4df402-1a46-4beb-b756-858d4c1141ab"
        }
    }
}
```

Creating notification channel:

- Open the settings tab and click the Messaging tab.



- Click the Add Group button in Android Notification Channels section:



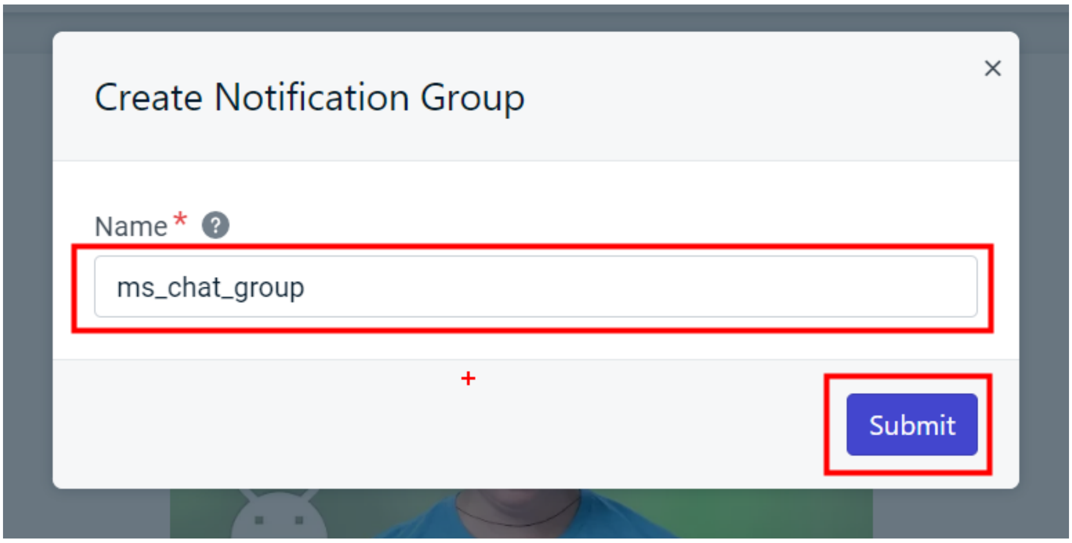
Android Notification Channels

Notification updates in Android Or...
Notifications in Android O

No groups created. Create a group to add notification channels

Channels Documentation

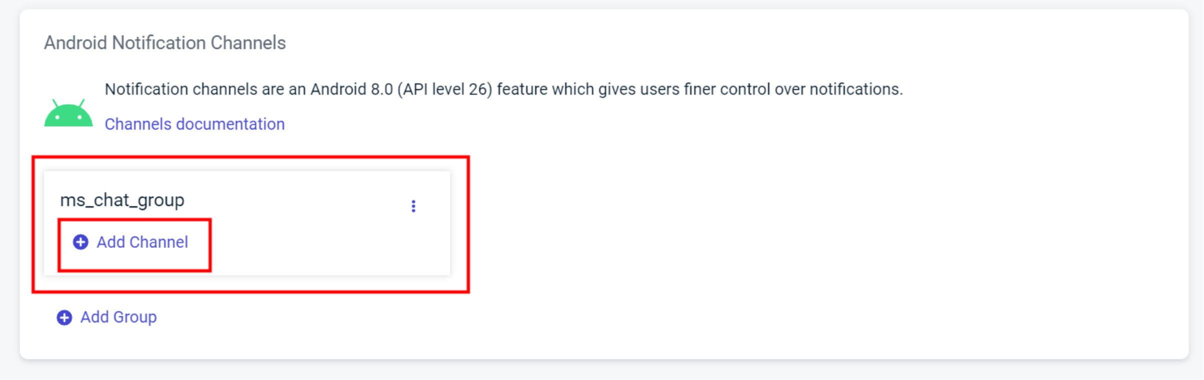
- In the popup, give the name of notification group as ms_chat_group
- click submit.



Create Notification Group

Name * ms_chat_group

- Group will be created and in the group section click Add Channel.



Android Notification Channels

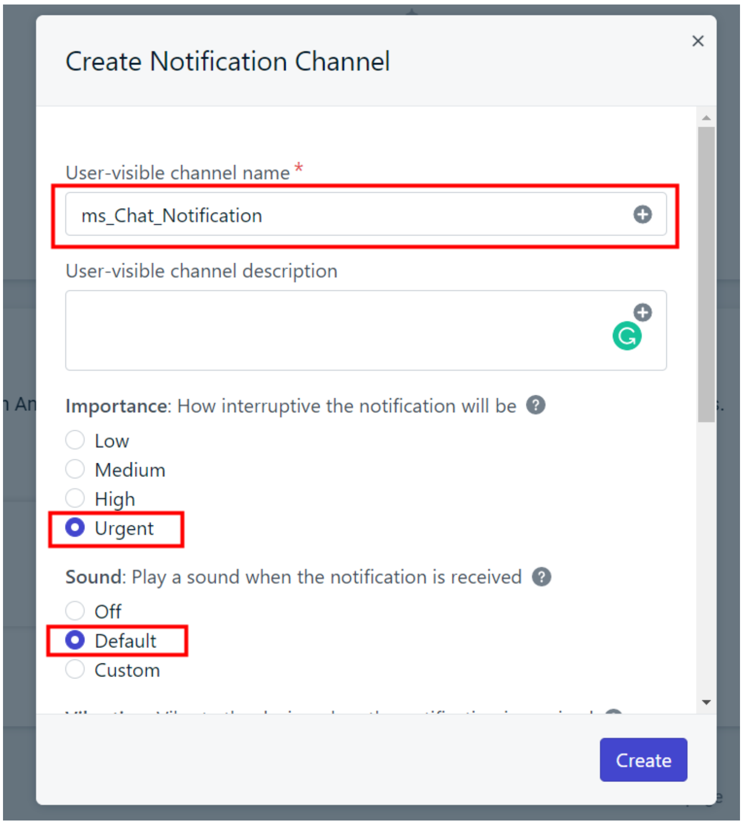
Notification channels are an Android 8.0 (API level 26) feature which gives users finer control over notifications.

Channels documentation

ms_chat_group

In Create Notification Channel Popup,

- Enter the channel name as ms_Chat_Notification
- Select Urgent option for Importance.
- Select Default option for Sound.
- Select Default option for Vibration.
- Select Default Option for LED.
- Select Enabled for Badges.
- Select Public for Lockscreen.
- Click the create button.



Create Notification Channel

User-visible channel name *

ms_Chat_Notification

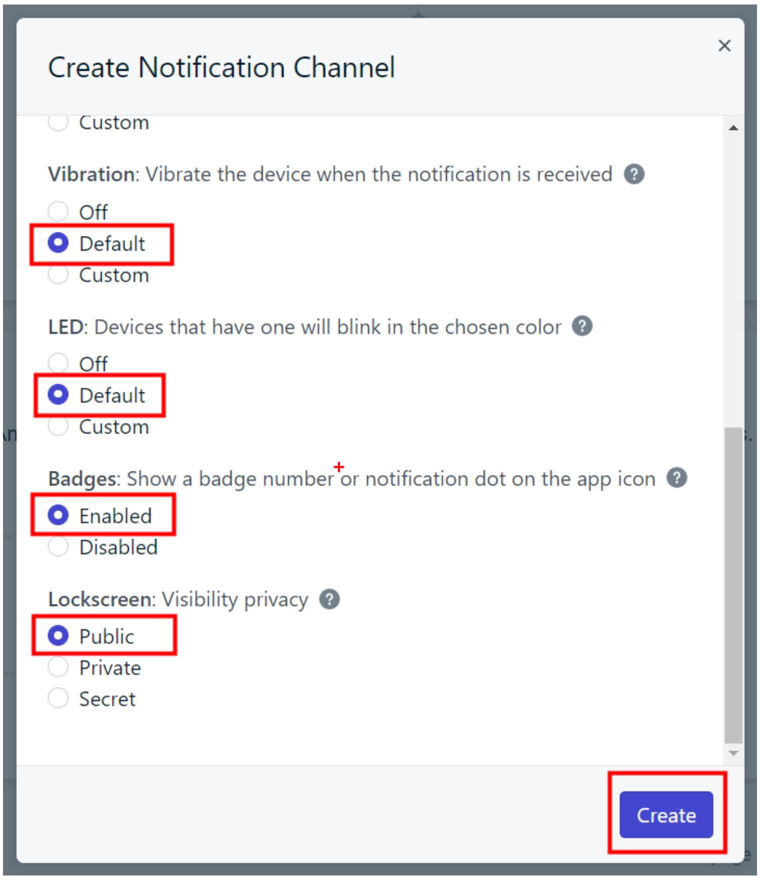
User-visible channel description

Importance: How interruptive the notification will be

○ Low
○ Medium
○ High
● Urgent

Sound: Play a sound when the notification is received

○ Off
● Default
○ Custom



Create Notification Channel

○ Custom

Vibration: Vibrate the device when the notification is received

○ Off
● Default
○ Custom

LED: Devices that have one will blink in the chosen color

○ Off
● Default
○ Custom

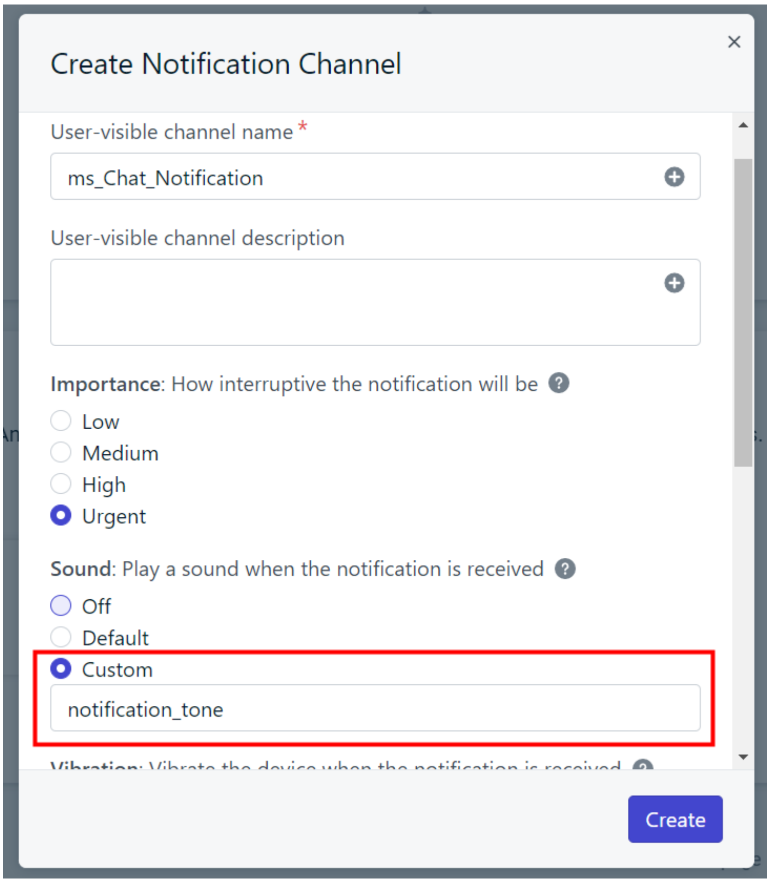
Badges: Show a badge number or notification dot on the app icon

● Enabled
○ Disabled

Lockscreen: Visibility privacy

● Public
○ Private
○ Secret

- To add custom Notification sound,
    - Select the custom option in Sound.
    - Enter the name of the notification sound file that is added in App repository.



Create Notification Channel

User-visible channel name *

ms_Chat_Notification

User-visible channel description

Importance: How interruptive the notification will be

○ Low
○ Medium
○ High
● Urgent

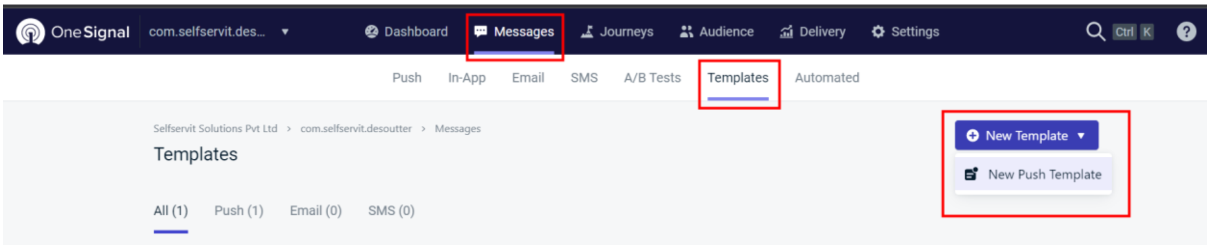
Sound: Play a sound when the notification is received

○ Off
○ Default
● Custom

notification_tone

Vibration: Vibrate the device when the notification is received

Go to Messages, click templates, click the New Template button, and select New Push Template.

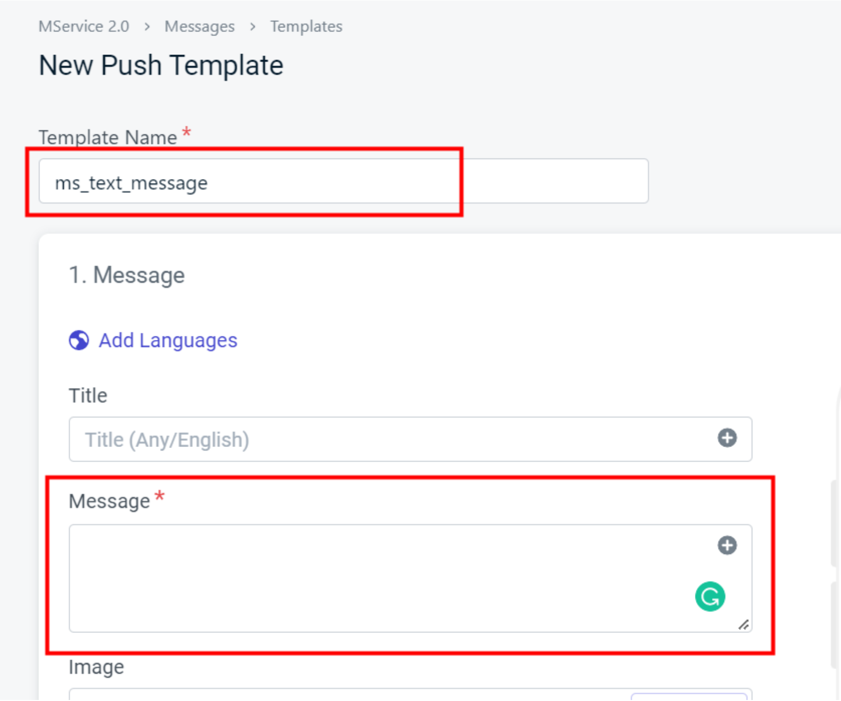


Selfservit Solutions Pvt Ltd › com.selfservit.desoutter › Messages

Templates

All (1) Push (1) Email (0) SMS (0)

- Enter the name of time as ms_text_message.
- Enter an empty space in Message box, it should not be empty and the chat message will be placed here.



MService 2.0 › Messages › Templates

New Push Template

Template Name *: ms_text_message

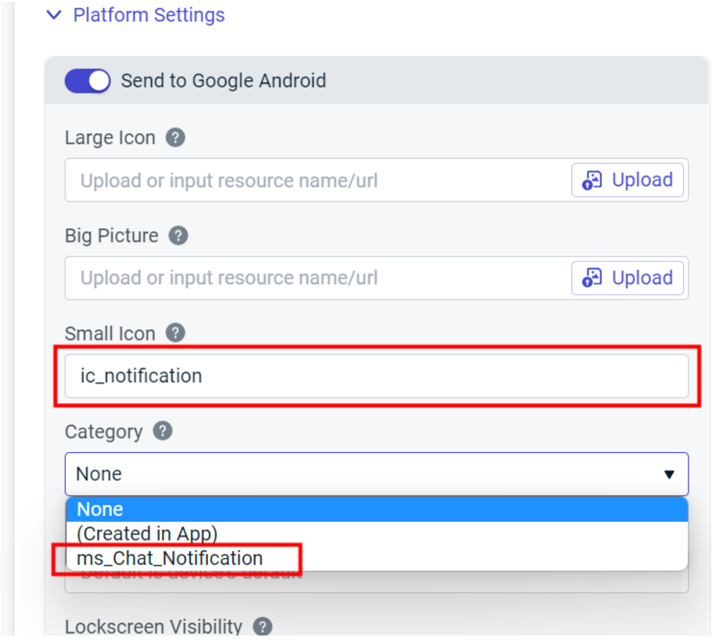
1. Message

Title: Title (Any/English)

Message *

Image

- In the Platform settings,
  - Enter the small Icon name as ic_notification
  - Select the created channel in category section.



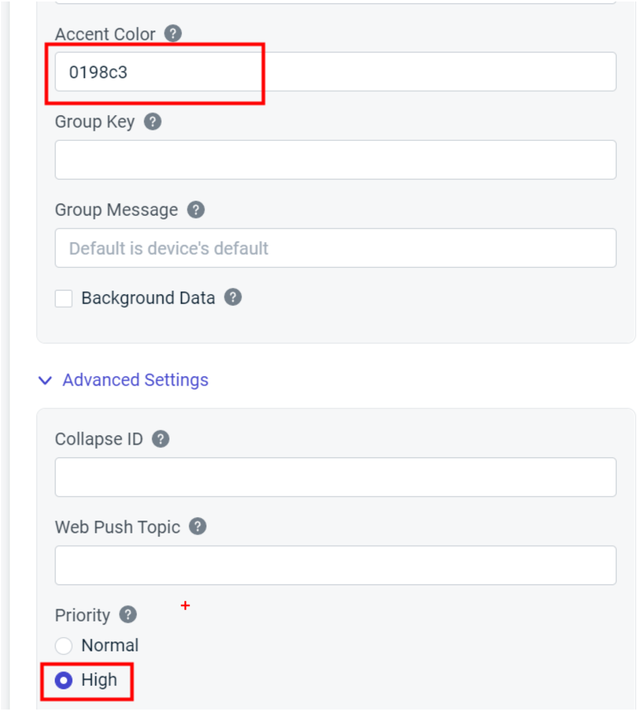
Large Icon: Upload or input resource name/url

Big Picture: Upload or input resource name/url

Small Icon: ic_notification

Category: None

- ➢ Enter the app primary color code in Accent color without #
- ➢ In Advanced Settings, Select High option for Priority.
- ➢ Click Save button.



Accent Color: 0198c3

Group Key:

Group Message: Default is device's default

□ Background Data

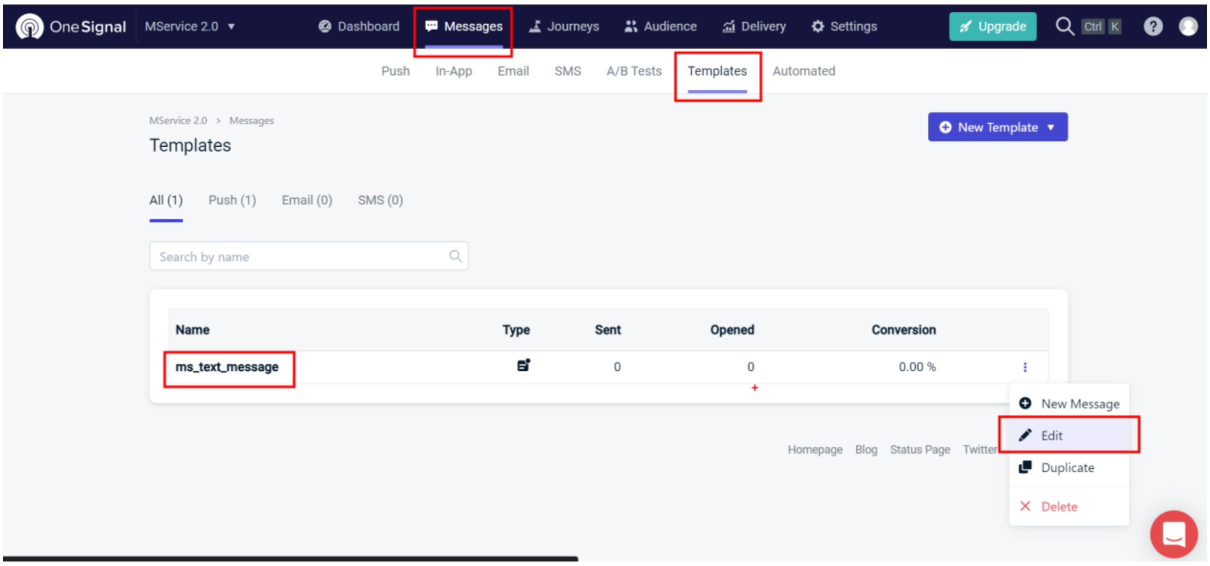
Advanced Settings

Collapse ID:

Web Push Topic:

Priority
○ Normal
● High

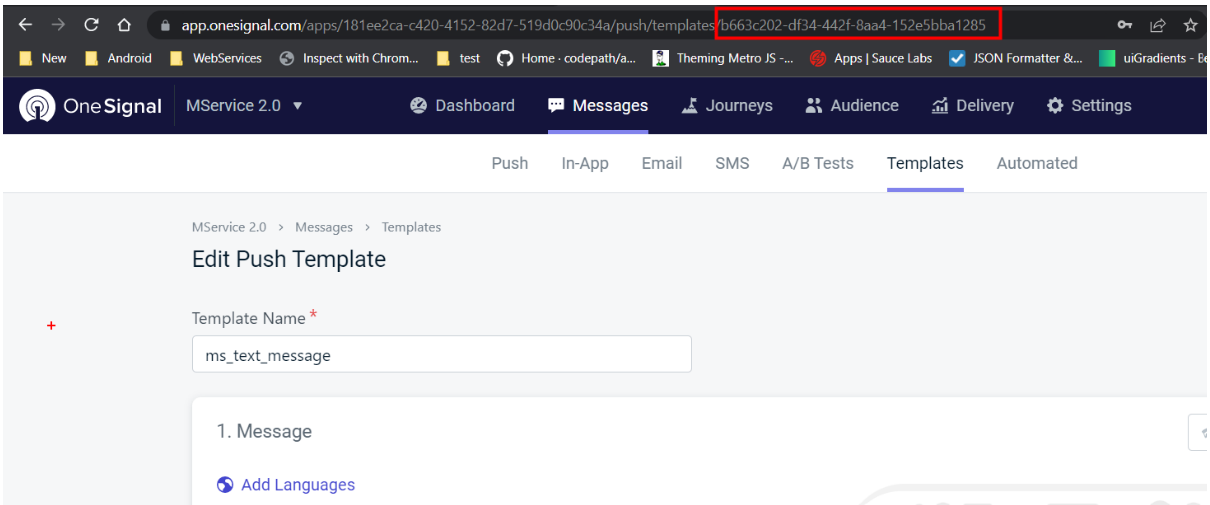
- ➢ Goto Messages and click the templates,
- ➢ Template will be created, click the menu option and click edit option,



Templates

Name	Type	Sent	Opened	Conversion
ms_text_message		0	0	0.00 %

- Copy the template ID in the end of url at the top of the screen.



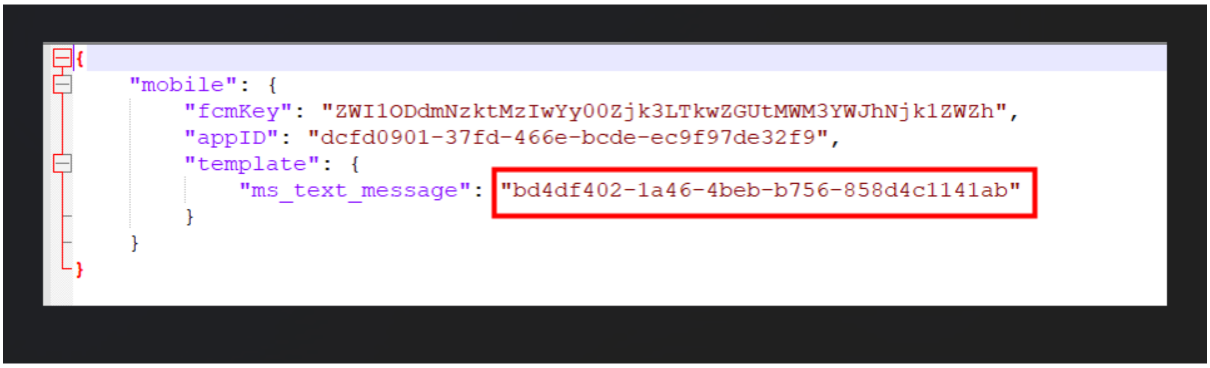
app.onesignal.com/apps/181ee2ca-c420-4152-82d7-519d0c90c34a/push/templates/b663c202-df34-442f-8aa4-152e5bba1285

Edit Push Template

Template Name *

ms_text_message

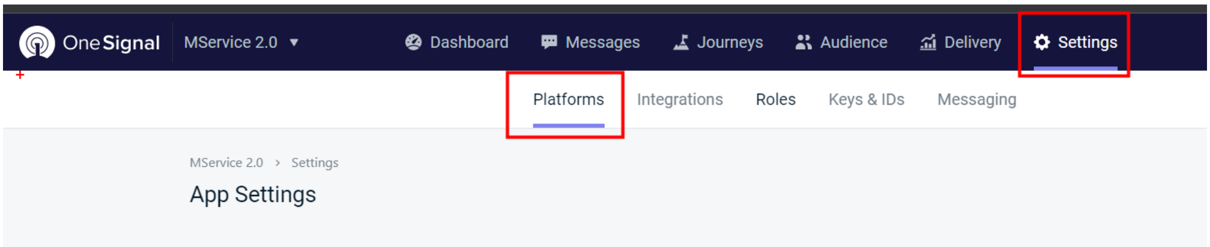
- Go to Site and open the following file Site\fmt\msvMsg\app_id\fcmkey_client_id_country_code.json.
- Paste the template ID in the ms_text_message property of template block.



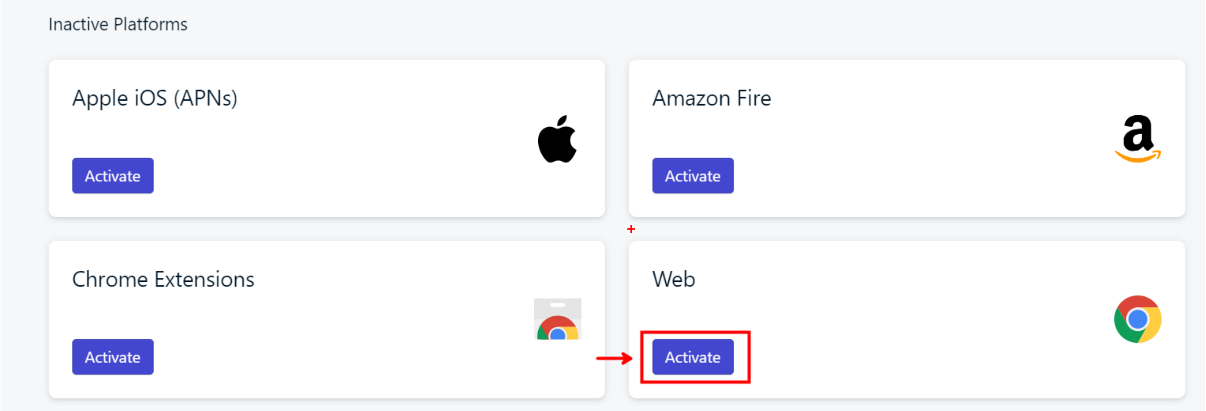
```
{
    "mobile": {
        "fcmKey": "ZWI1ODdmNzktMzIwYy00Zjk3LTkwZGUtMWM3YWJhNjk1ZWZh",
        "appID": "dcfd0901-37fd-466e-bcde-ec9f97de32f9",
        "template": {
            "ms_text_message": "bd4df402-1a46-4beb-b756-858d4c1141ab"
        }
    }
}
```

WEB CONFIGURATION

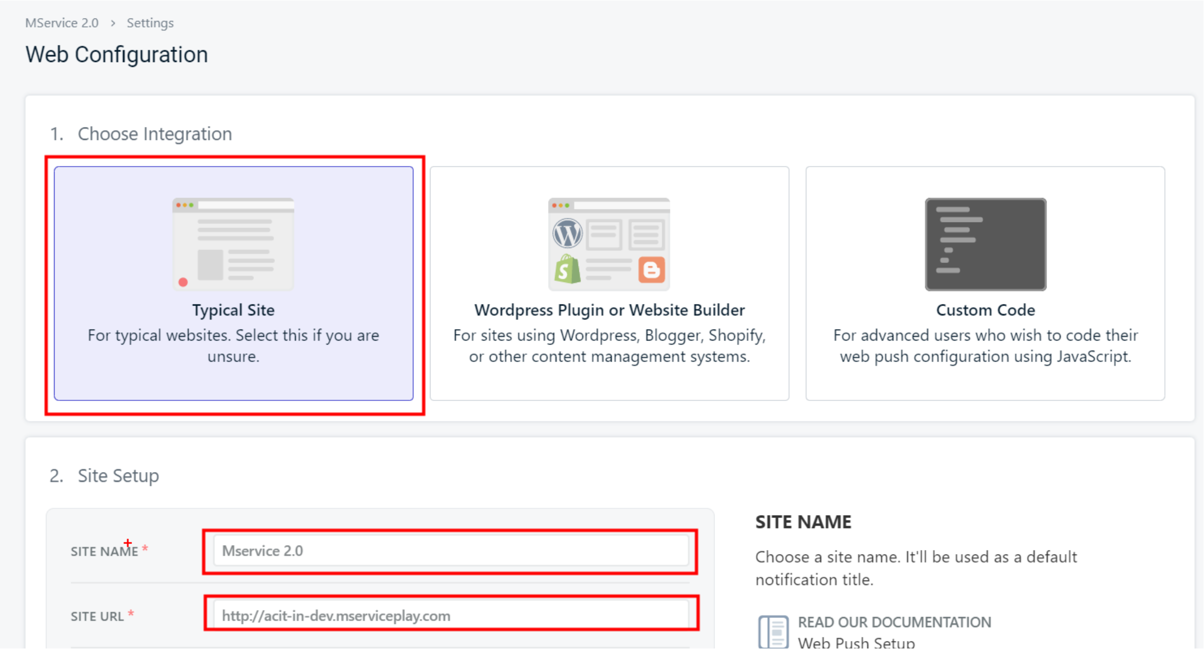
- In OneSignal console, and open the app.
- Go to settings and cIick the Platforms tab.



- In the Inactive platform section, Click Activate button of Web.



- Select the Typical site option of Choose Integration section.
- Enter the Site Name.
- Enter the site URL.
- Uncheck the Welcome Notification.
- In Click Behaviour, Choose Orgin: Take actions on a previous tab open to the same domain.
- In Action Strategy, select Focus: Focus on existing tab.
- Click Save button.



MService 2.0 > Settings

Web Configuration

1. Choose Integration

Typical Site
For typical websites. Select this if you are unsure.

Wordpress Plugin or Website Builder
For sites using Wordpress, Blogger, Shopify, or other content management systems.

Custom Code
For advanced users who wish to code their web push configuration using JavaScript.

2. Site Setup

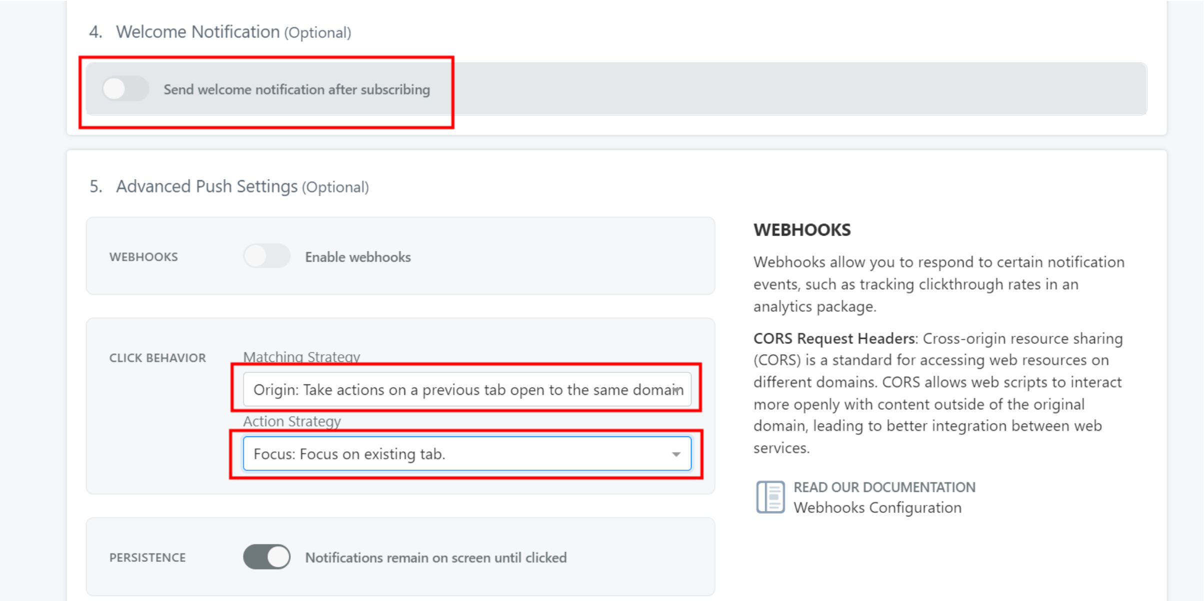
SITE NAME * Mservice 2.0

SITE URL * http://acit-in-dev.mserviceplay.com

SITE NAME

Choose a site name. It'll be used as a default notification title.

READ OUR DOCUMENTATION
Web Push Setup



4. Welcome Notification (Optional)

Send welcome notification after subscribing

5. Advanced Push Settings (Optional)

WEBHOOKS Enable webhooks

CLICK BEHAVIOR
Matching Strategy: Origin: Take actions on a previous tab open to the same domain
Action Strategy: Focus: Focus on existing tab.

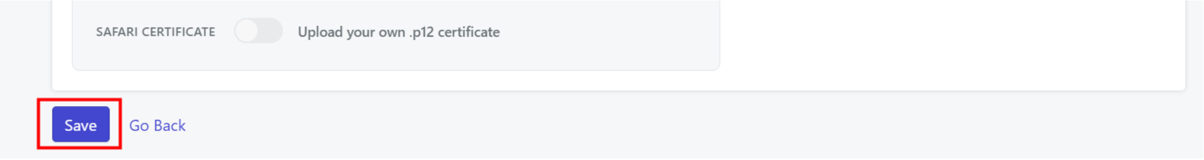
PERSISTENCE Notifications remain on screen until clicked

WEBHOOKS

Webhooks allow you to respond to certain notification events, such as tracking clickthrough rates in an analytics package.

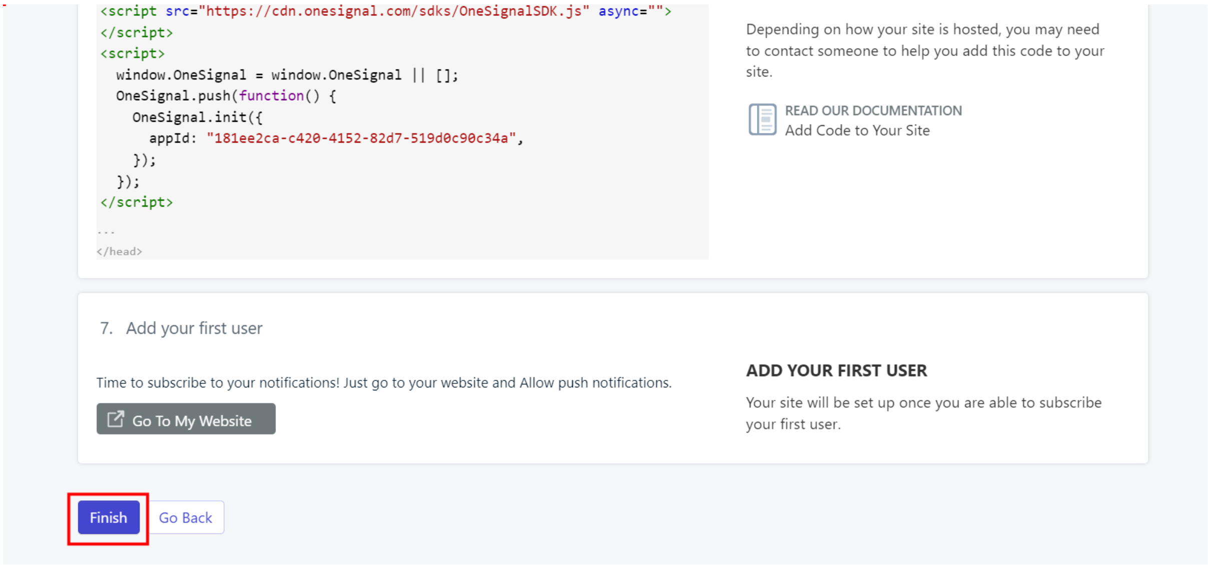
CORS Request Headers: Cross-origin resource sharing (CORS) is a standard for accessing web resources on different domains. CORS allows web scripts to interact more openly with content outside of the original domain, leading to better integration between web services.

READ OUR DOCUMENTATION
Webhooks Configuration



SAFARI CERTIFICATE Upload your own .p12 certificate

- ➢ In the next screen, click finish.
- ➢ One signal is configured for WEB.



```
<script src="https://cdn.onesignal.com/sdks/OneSignalSDK.js" async="">
</script>
<script>
  window.OneSignal = window.OneSignal || [];
  OneSignal.push(function() {
    OneSignal.init({
      appId: "181ee2ca-c420-4152-82d7-519d0c90c34a",
    });
  });
</script>
...
</head>
```

Depending on how your site is hosted, you may need to contact someone to help you add this code to your site.

READ OUR DOCUMENTATION
Add Code to Your Site

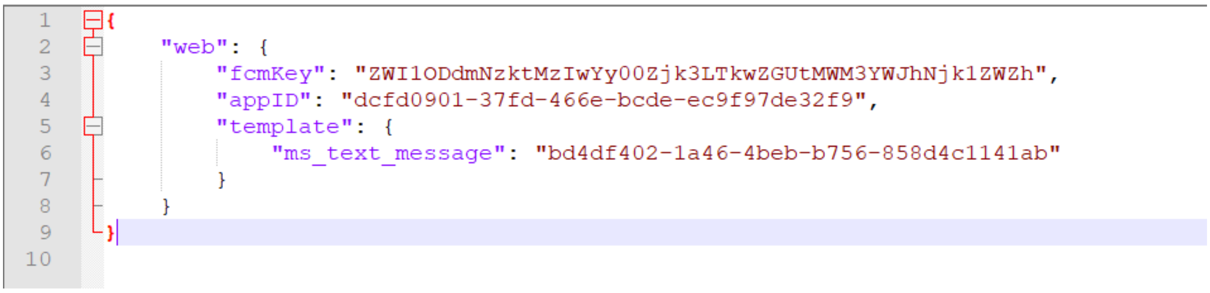
7. Add your first user

Time to subscribe to your notifications! Just go to your website and Allow push notifications.

ADD YOUR FIRST USER

Your site will be set up once you are able to subscribe your first user.

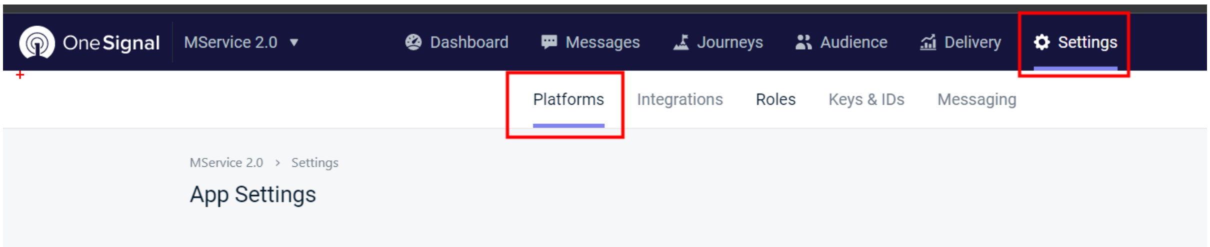
- ➢ If the web and mobile app id is different then,
  - Go to Site and open the following file Site\fmt\msvMsg\app_id\ fcmkey_client_id_country_code.json.
  - Create a block for web and enter the fcmKey, appID and template id.



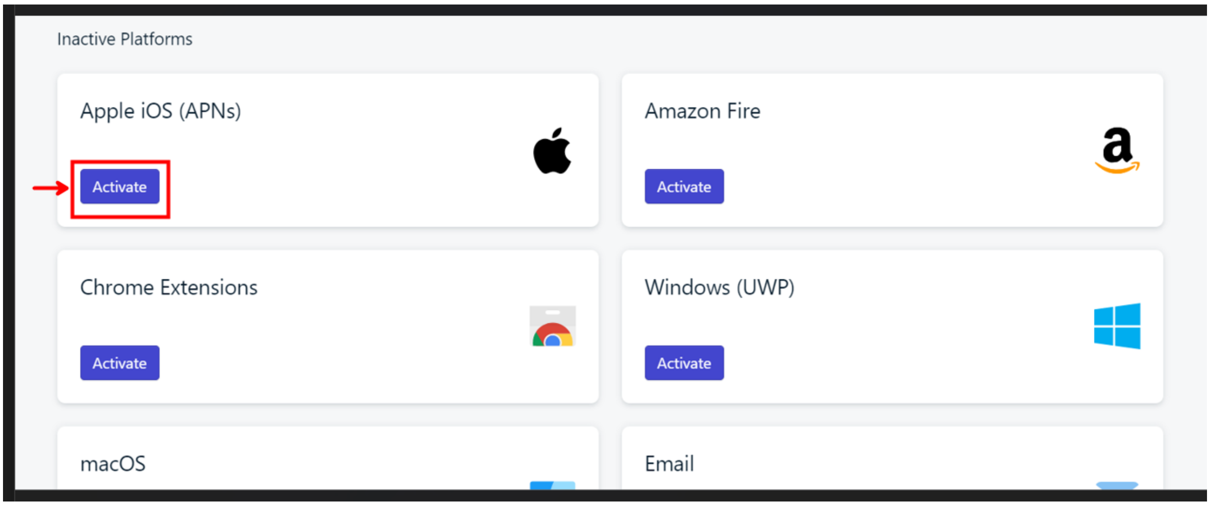
```
{
    "web": {
        "fcmKey": "ZWI1ODdmNzktMzIwYy00Zjk3LTkwZGUtMWM3YWJhNjk1ZWZh",
        "appID": "dcfd0901-37fd-466e-bcde-ec9f97de32f9",
        "template": {
            "ms_text_message": "bd4df402-1a46-4beb-b756-858d4c1141ab"
        }
    }
}
```

iOS CONFIGURATION

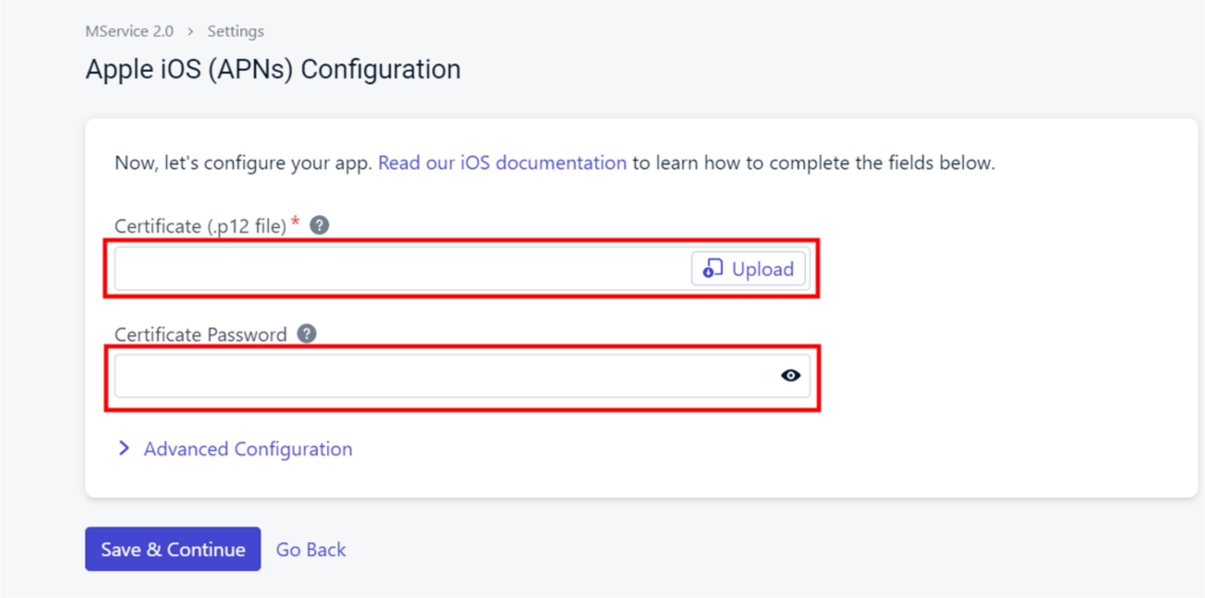
- In OneSignal console, and open the app.
- Go to settings and cIick the Platforms tab.



- In the Inactive platform section, Click Activate button of Apple iOS (APNs).



- ➢ In the next screen, need to upload the .p12 certificate file and enter the password of the file.
- ➢ Here, we are going to the onesignal tool to generate the certificate.



MService 2.0 › Settings

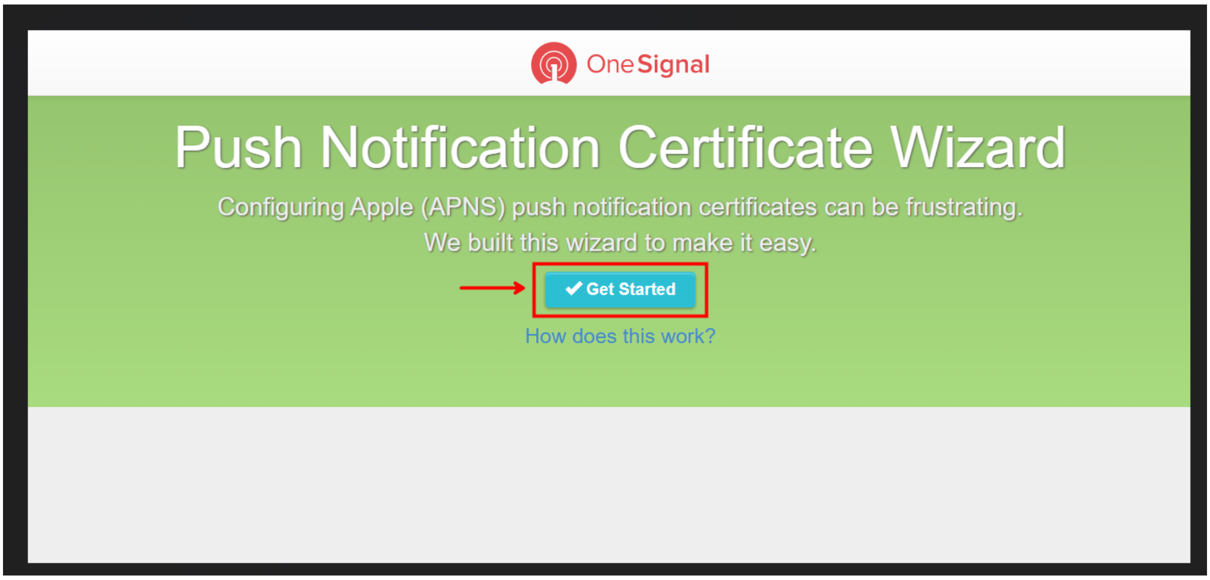
Apple iOS (APNs) Configuration

Now, let's configure your app. Read our iOS documentation to learn how to complete the fields below.

Certificate (.p12 file) *

Certificate Password

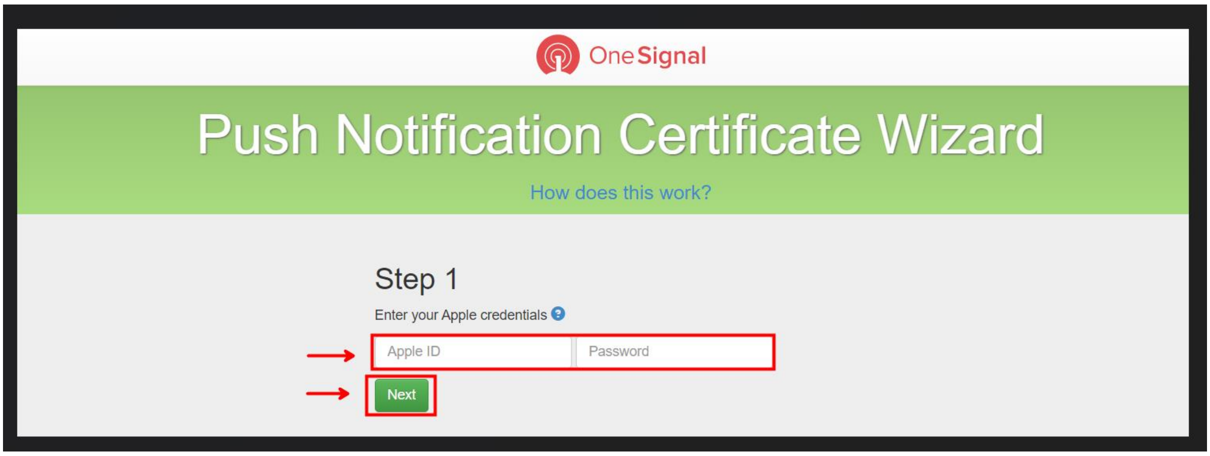
- ➢ To generate the .p12 certificate and password,
  - Goto: https://onesignal.com/provisionator
  - Click on the Get Started button.



Push Notification Certificate Wizard

Configuring Apple (APNS) push notification certificates can be frustrating.
We built this wizard to make it easy.

- Enter the Apple account ID and password and click next.



OneSignal

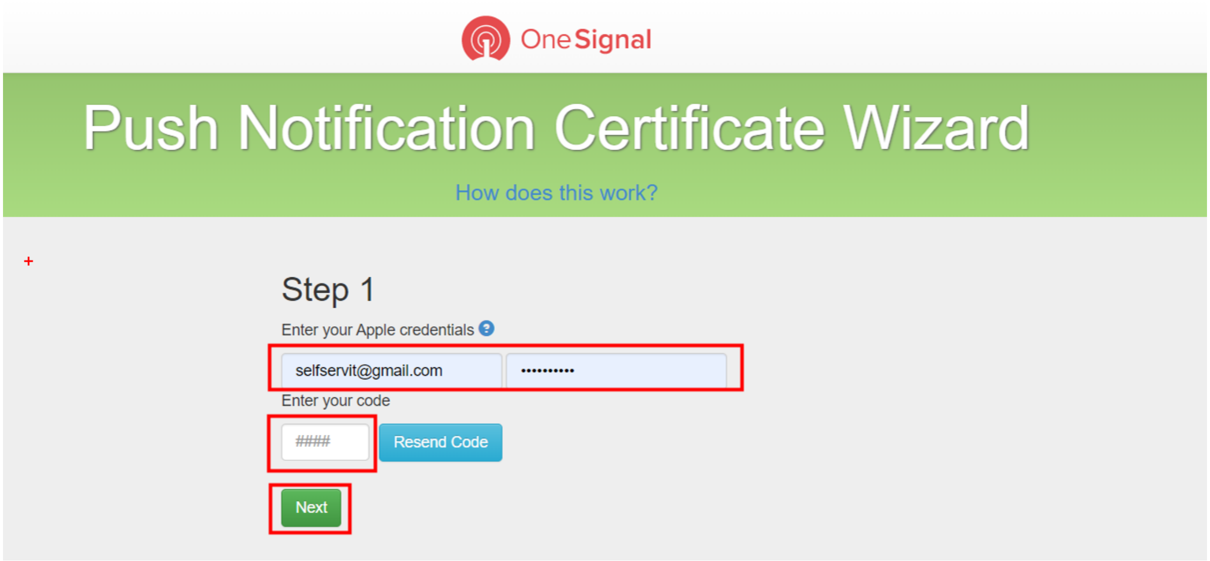
Push Notification Certificate Wizard

How does this work?

Step 1

Enter your Apple credentials

- Enter the OTP code sent to the iPhone. Code will be displayed in a popup.
- Click next.



OneSignal

Push Notification Certificate Wizard

How does this work?

Step 1

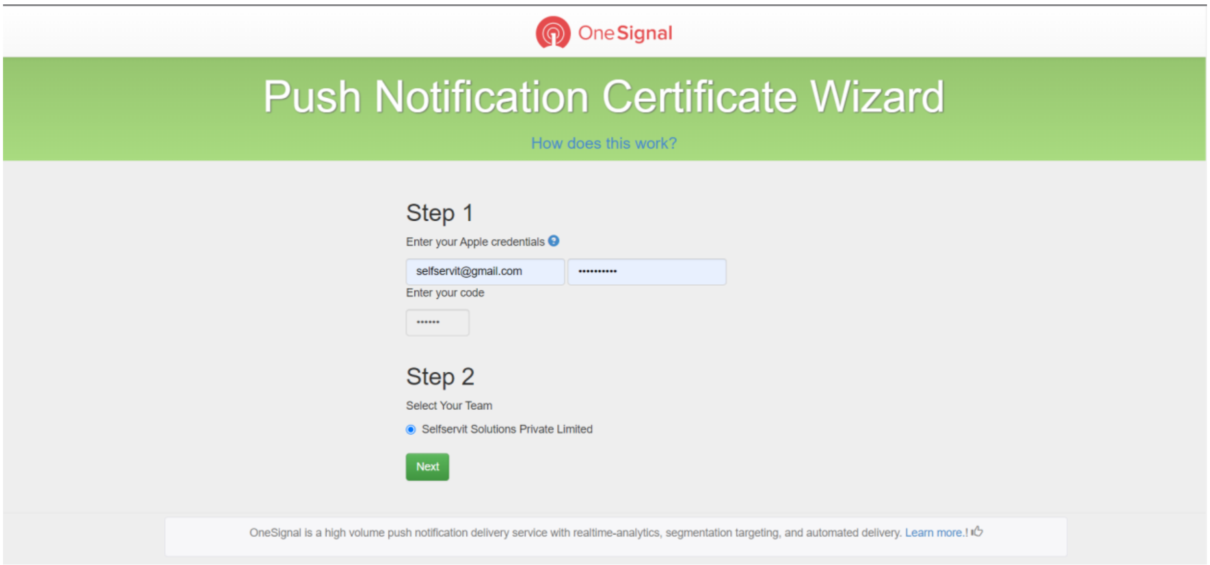
Enter your Apple credentials

selfservit@gmail.com

••••••••••

Enter your code

- ➢ Select the Selfservit Solutions Private Limited team
- ➢ Click next.



OneSignal

Push Notification Certificate Wizard

How does this work?

Step 1

Enter your Apple credentials

selfservit@gmail.com ••••••••••

Enter your code

••••••

Step 2

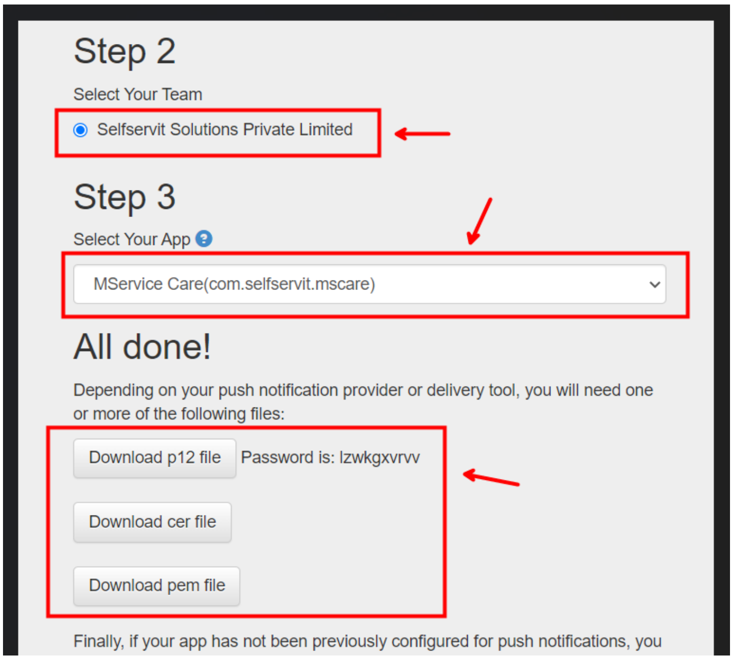
Select Your Team

● Selfservit Solutions Private Limited

Next

OneSignal is a high volume push notification delivery service with realtime-analytics, segmentation targeting, and automated delivery. Learn more.!

- ➢ Select the app.
- ➢ The certificate files will be generated.



Step 2

Select Your Team

● Selfservit Solutions Private Limited

Step 3

Select Your App

MService Care(com.selfservit.mscare)

All done!

Depending on your push notification provider or delivery tool, you will need one or more of the following files:

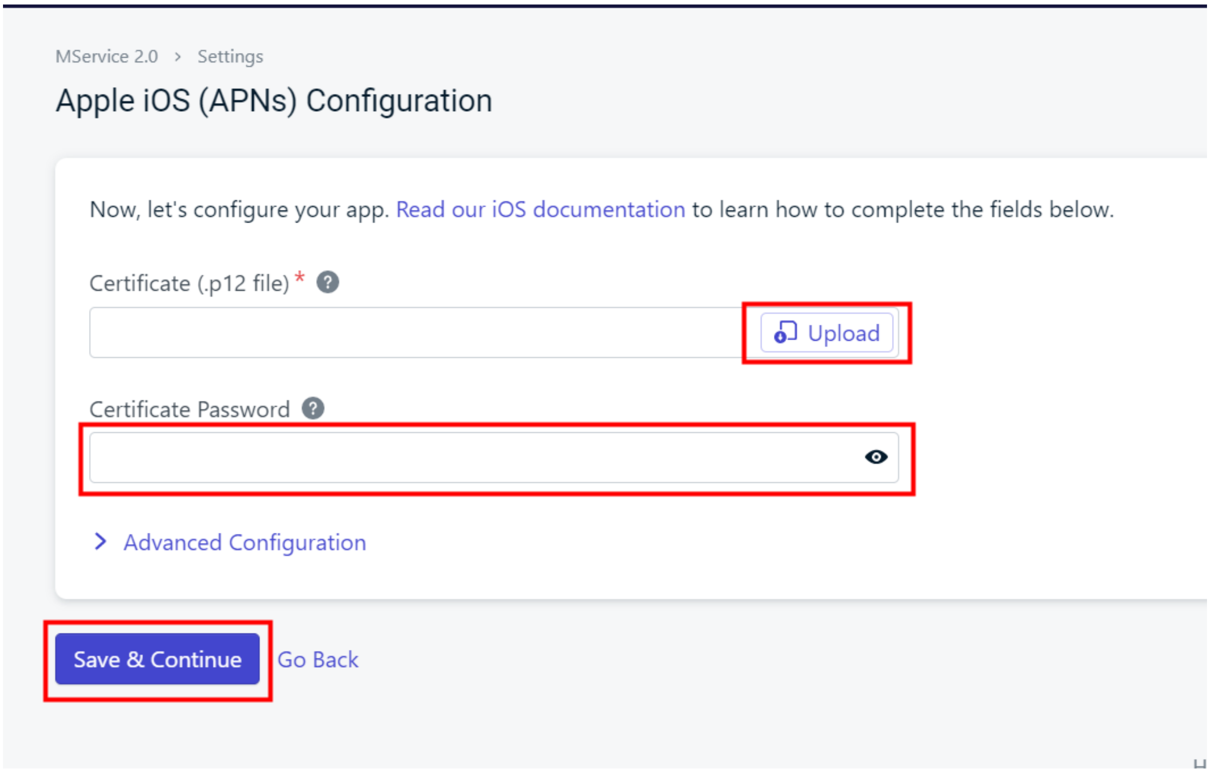
Download p12 file Password is: lzwkgxvrvv

Download cer file

Download pem file

Finally, if your app has not been previously configured for push notifications, you

- ➢ Download the .p12 certificate.
- ➢ Goto onesignal console and click the upload button.



MService 2.0 › Settings

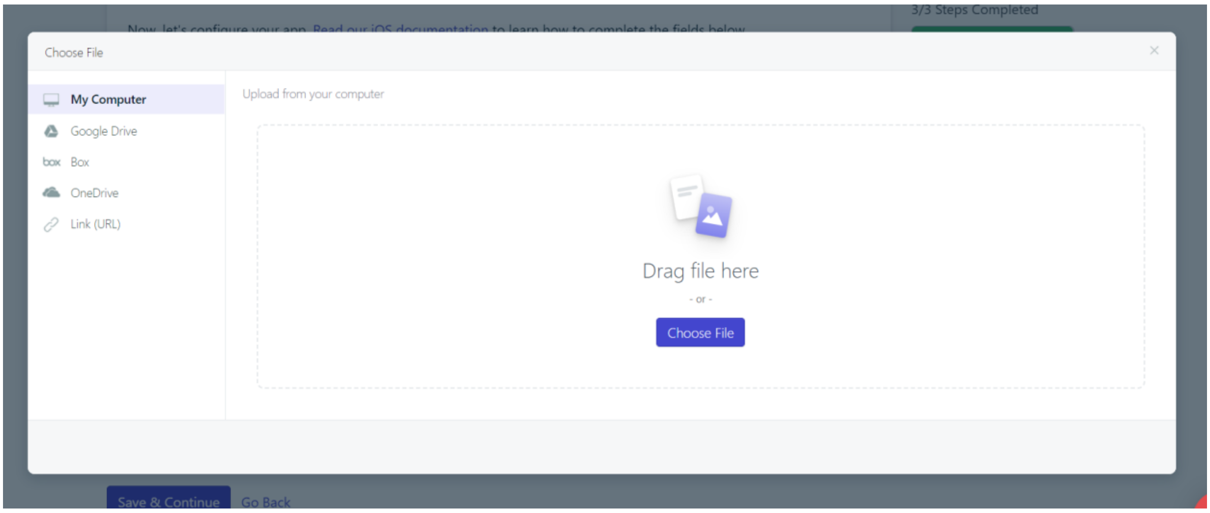
Apple iOS (APNs) Configuration

Now, let's configure your app. Read our iOS documentation to learn how to complete the fields below.

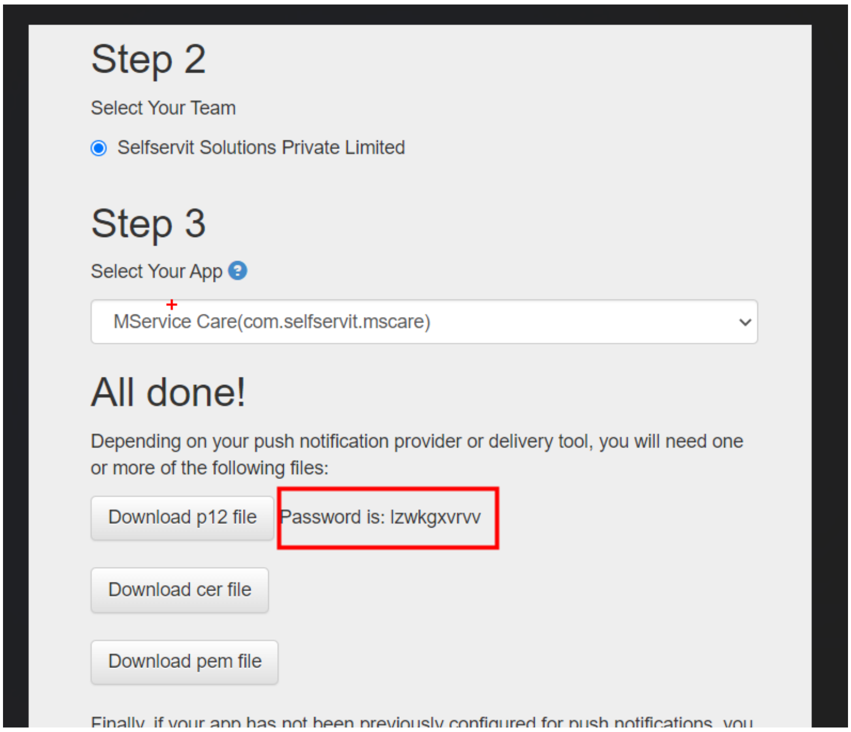
Certificate (.p12 file) *

Certificate Password

- ➢ Click the choose file or drag the certificate file in the next screen to upload.



- Go to onesignal tool site and copy the password.



Step 2

Select Your Team

● Selfservit Solutions Private Limited

Step 3

Select Your App

MService Care(com.selfservit.mscare)

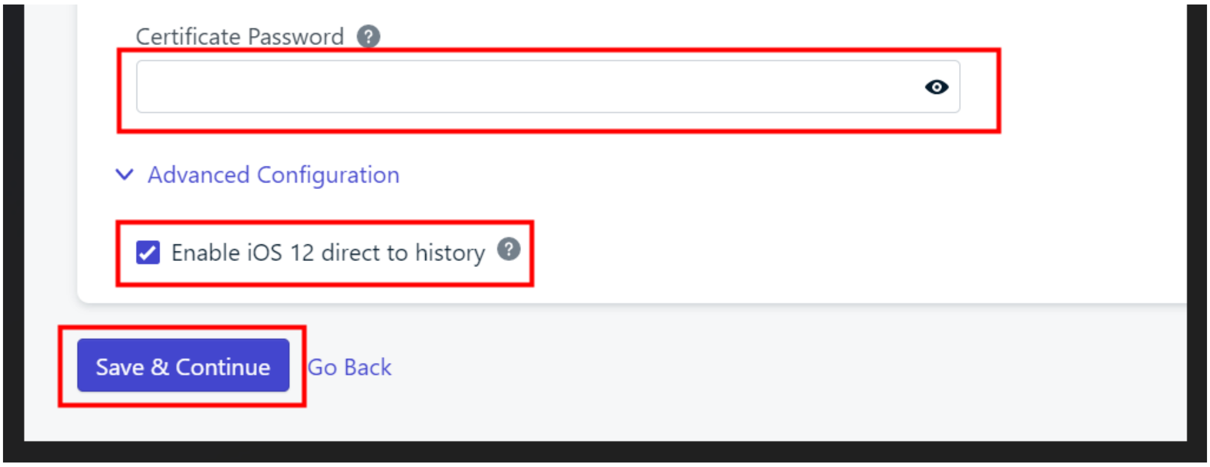
All done!

Depending on your push notification provider or delivery tool, you will need one or more of the following files:

Password is: lzwkgxvrvv

Finally, if your app has not been previously configured for push notifications, you

- Paste the password in onesignal console.
- In Advanced Configuration, select or check the Enable iOS12 direct to history option.
- Click save and continue.

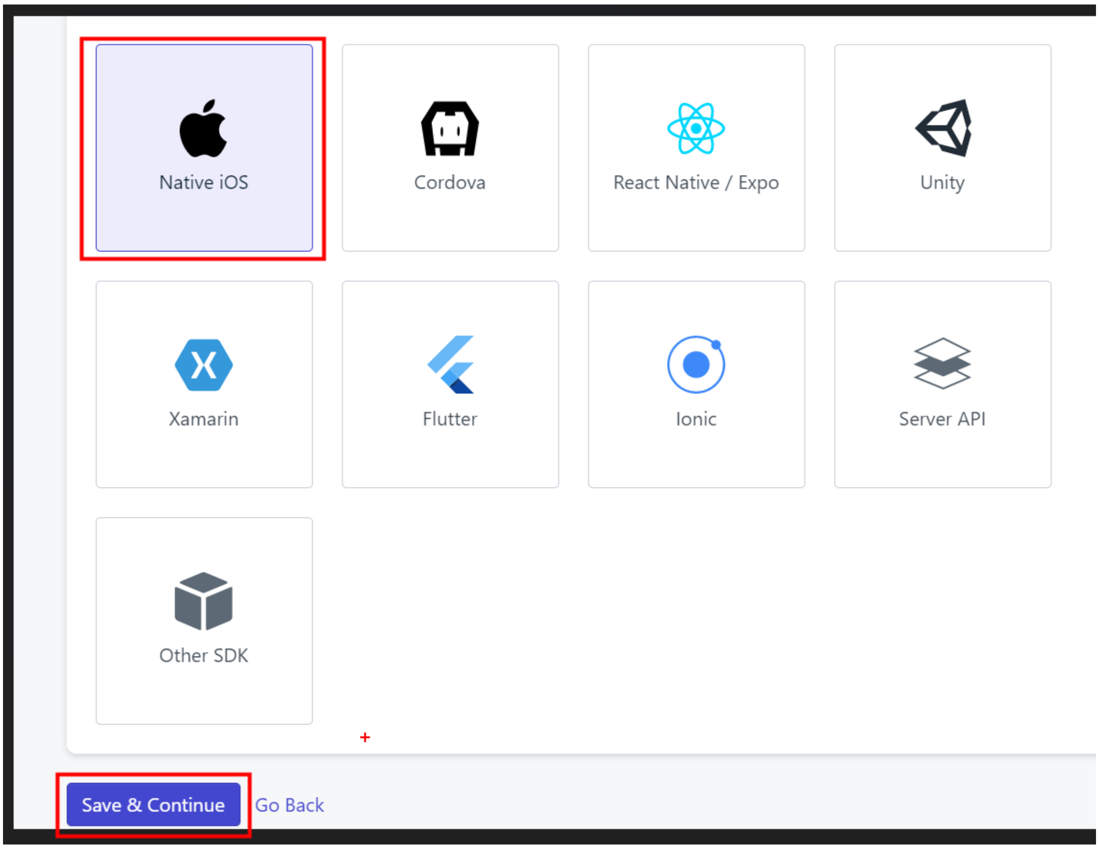


Certificate Password

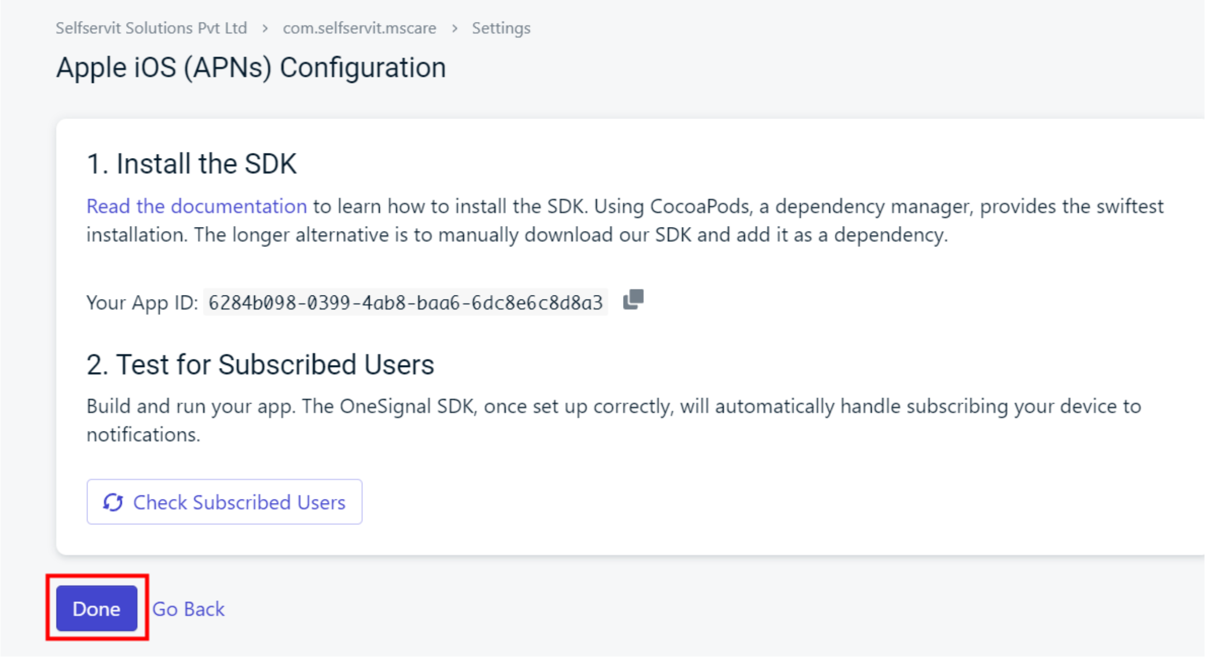
Advanced Configuration

☑ Enable iOS 12 direct to history

- Select the Native iOS option and click Save & Continue.



- In the next screen, click Done, Onesignal configured for iOS.


Selfservit Solutions Pvt Ltd › com.selfservit.mscare › Settings

Apple iOS (APNs) Configuration

1. Install the SDK

Read the documentation to learn how to install the SDK. Using CocoaPods, a dependency manager, provides the swiftest installation. The longer alternative is to manually download our SDK and add it as a dependency.

Your App ID: `6284b098-0399-4ab8-baa6-6dc8e6c8d8a3`

2. Test for Subscribed Users

Build and run your app. The OneSignal SDK, once set up correctly, will automatically handle subscribing your device to notifications.