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| --- | --- |
| **Author** | Deepthi Shivakumar, Sameer Sulaiman, Niharika Bundela |
| **Approved by** | Deepthi Shivakumar |
| **Email Id** | [Deepthi.Shivakumar@philips.com](mailto:Deepthi.Shivakumar@philips.com) [Sameer.Sulaiman@philips.com](mailto:Sameer.Sulaiman@philips.com)  [Niharika.Bundela@philips.com](mailto:Niharika.Bundela@philips.com) |

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# INTRODUCTION

This document provides an overview of integration procedure for consumer care library in iOS mobile applications.

Consumer Care library provides set of standardized consumer care support features, which can be used in all Philips apps.

# INTEGRATION

## Cocoa pod Integration

The easiest and preferred way to use these components is using Cocoapods (version 0.36.0 or newer). In your podfile, you have to add a source line for the Philips internal pod spec repository. So a minimal Podfile would look like this:

Source: ssh://tfsemea1.ta.philips.com:22/tfs/TPC\_Region24/CDP2/\_git/dcc-ios-consumercare-app

Or

<http://tfsemea1.ta.philips.com:22/tfs/TPC_Region24/CDP2/_git/dcc-ios-consumercare-app>

pod PhilipsConsumerCare, '~> 6.5.0'

Please refer sample app to add dependent libraries.

Integrating application can get the framework files from the below path,

Source> ConsumerCareBinaries

## Library Integration

Git source path :

<http://tfsemea1.ta.philips.com:8080/tfs/TPC_Region24/CDP2/TEAM%20Sabers/_git/dcc-ios-consumercare-app>

1. Branch: Master
2. Check out the code from above path where in you can find sample app which depends on consumer care libraries.
3. Consumer care needs other libraries to build which are as below
4. pod ‘PhilipsUIKit’
5. MBProgressHUD (MBProgressHUD.h, .m - <https://github.com/jdg/MBProgressHUD)> pod ‘MBProgressHUD’ , ‘~> 0.9.2’

e. pod ‘PhilipsPRXClient’

1. pod ‘PhilipsProductSelection’
2. AppInfra: pod ‘AppInfra’: Vertical app has to add AppInfra configuration via AppConfig.json, from **AppInfra** Component. Please refer Appinfra integration document.
3. pod 'UAPPFramework' : Vertical app has to add UAPPFramework for invoking all CoCo’s same follows for consumer care.

1. Please copy DigitalCareConfiguration.plist from library’s DigitalCareBundle.bundle to application’s folder and override the attributes.
2. Override the values in config file and define the features as per requirement.

## Prerequisites

1. Application need to know **CTN** number for each product used in app     Ex: HD8967/01 2.Along with sector and catalog. Example: **Sector:** B2C and **catalog**: CARE (Mandatory for Consumer care) Most of the apps will have above sector and catalog.

Above information is used for backend services and mostly uses PRX system.  Hence, please provide valid and complete CTN number as input otherwise consumer care features are not functional as expected.

# INITIALIZATION

1. App can invoke the library using below API’s

From PI16.4 all common components follow the microapp standards, so all the app has to use the uappframework standard API’s for invoking common components.

The invocation for ConsumerCare looks below e.g.:-,

**// setting hardcoded product list**

**PSHardcodedProductList \*hardcodedList =**

**[[PSHardcodedProductList alloc] init];**

**hardcodedList.catalog= CARE;**

**hardcodedList.sector= B2C;**

**[hardcodedList setHardcodedProductListArray:[NSArray arrayWithObject:[NSString stringWithFormat:@"%@",self.ctnField.text]]];**

**launchInput.productModelSelectionType = hardcodedList;**

**// Invoking CC with uApp API's**

**DCDependencies \*dcDependencies = [[DCDependencies alloc] init];**

**dcDependencies.appInfra = [AIAppInfraSingleton sharedInstance].sharedAppInfra;**

**self.dcInterface = [[DCInterface alloc]init];**

**self.dcInterface = [[DCInterface alloc]initWithDependencies:dcDependencies andSettings:nil];**

**DCLaunchInput \*launchInput = [[DCLaunchInput alloc] init];**

**launchInput.dCMenuDelegates = self;**

**UIViewController \*childViewController = [self.dcInterface instantiateViewController:launchInput withErrorHandler:^(NSError \*error) {**

**NSLog(@"error happened");**

**}];**

**[self.navigationController pushViewController:childViewController animated:YES];**

1. For supporting Multiple product selection we have introduced PhilipsProductSelection component. Vertical has to set the CTN’s in **PSHardcodedProductList** object as mentioned below.This is applicable for single as well as multiple products and depends on the array size consumer care will launch the multiproductselection library in consumercare .

Apart from this Vertical must set the SECTOR and CATALOG values as mentioned in the below enum’s.

Catalog Types Available:-

CATALOG\_DEFAULT,

CONSUMER,

NONCONSUMER,

CARE,

PROFESSIONAL,

LP\_OEM\_ATG,

LP\_PROF\_ATG,

HC,

HHSSHOP,

MOBILE,

EXTENDEDCONSENT

Sector Types Available:-

DEFAULT,

B2C,

B2B\_LI,

B2B\_HC

Ex:-

PSHardcodedProductList \*hardcodedList = [[PSHardcodedProductList alloc] initWithArray:[NSArray arrayWithObjects:@"HX9371/04",@"HF3330/01",@"HP6581/03",@"HP8656/03",@"S9031/26",@"SCF693/17",@"SCF145/06",@"FC6168/62",@"GC9550/02",@"PR3743/00", nil]];

hardcodedList.catalog=CARE;

hardcodedList.sector=B2C;

\* **DCDependencies** :-

All dependency to CC will passed via DCdependency , for CC AppInfra instance will be passed as dependency injection from integrating app,

**DCDependencies \*dcDependencies = [[DCDependencies alloc] init];**

**dcDependencies.appInfra = [AIAppInfraSingleton sharedInstance].sharedAppInfra;**

\* **DCLaunchInput** :-

Configurations required while launching CC has to be done here. CC requires the Menu delegate’s required to handle the menu buttons action handling to CC or Vertical app. The menu includes Support, Product, Social Button Menu’s.

**DCLaunchInput \*launchInput = [[DCLaunchInput alloc] init];**

**launchInput.dCMenuDelegates = self;**

Live Chat URL API can be configured using “**chatURL**” property of launchInput :

Eg:- If app country is china the china specific livechat url can be configured as below

**launchInput.chatURL = @"http://ph-china.livecom.cn/webapp/index.html?app\_openid=ph\_6idvd4fj&token=UniqueToken";**

**Important**:- Integrating App should append a unique value (token) to the URL as query parameter Livecom backend receives this value.

Menu configuration can be done based on the selection of country, Language, version etc.,

This Specific configuration can be handled via passing the plist path using below api with specific naming

Eg:- If app country or appversion or language etc based configurations app can pass their config file via api. This is helpful if app is in China and they don’t want facebook, twitter etc.

**launchInput.appSpecificConfigFilePath = [[NSBundle mainBundle] pathForResource:@"DigitalCareConfiguration\_china" ofType:@"plist"];**

\* **DCInterface** :-

Interface object provides the method for returning CC ViewController with parameter launchinput as below,

**UIViewController \*childViewController = [self.dcInterface instatiateView**

**Controller:launchInput withErrorHandler:^(NSError \*error) {**

**NSLog(@"error happened");**

**}];**

**[self.navigationController pushViewController:childViewController animated:YES];**

App version:-

Below API wil provide the current consumercare version

[DCConsumerCareVersion dcVersion];

1. PhilipsUIKit:-

Consumer Care is completely migrated to PUIKit , so before invoking consumer care they have to invoke the PUITheme. If application already using PUIKit theming do not need to call again.

Configuring the theme:



[PhilipsUIKit Documentation](http://sesvm-webserver.htce.nl.philips.com/PhilipsUIKit/ios/latest/Documentation/)

## Consumer Care Configuration

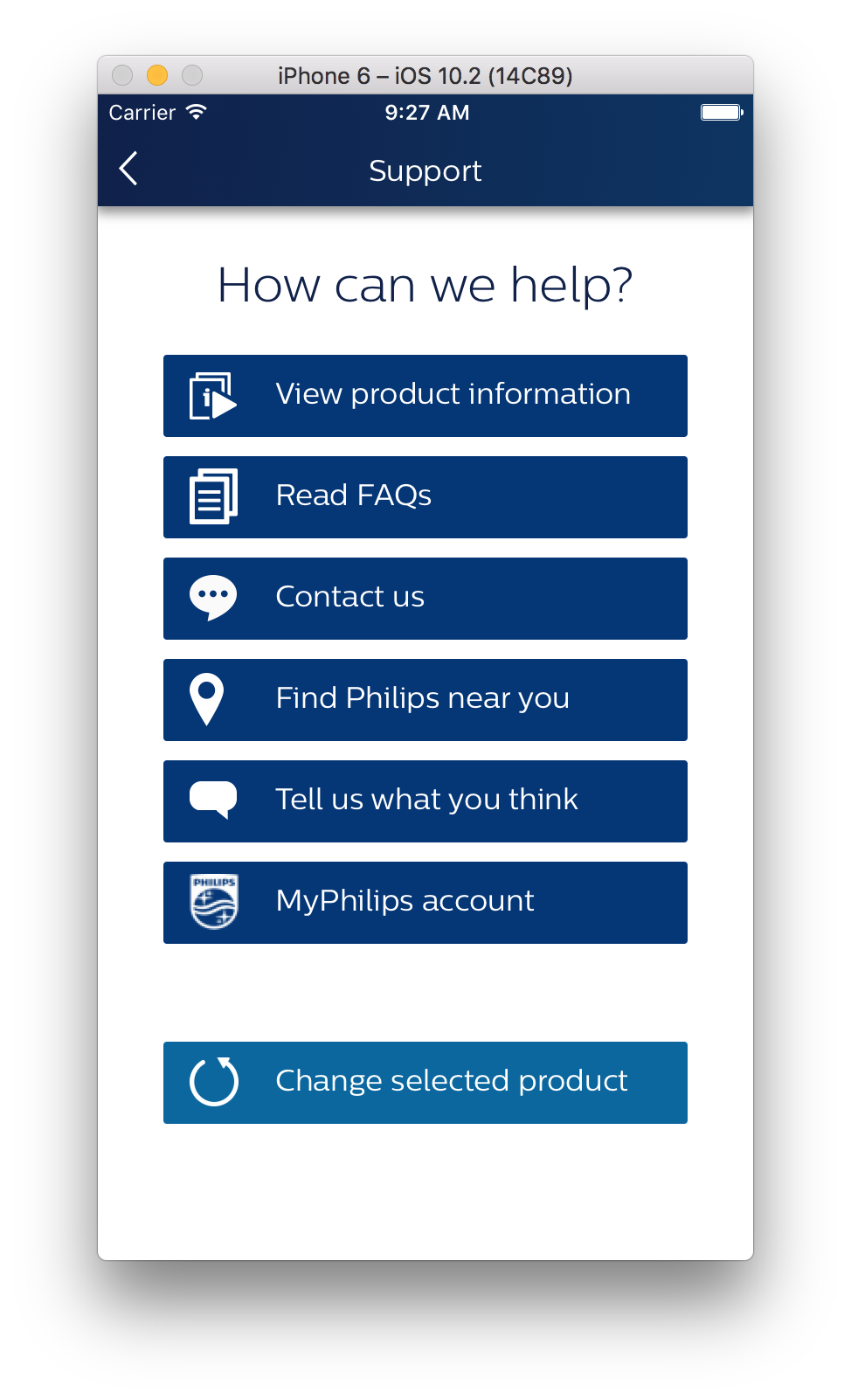
The application has to copy DigitalCareConfiguration.plist from library resource bundle and create one in app resource bundle by overriding the parameters present in it. The file contains the following,

1. UI resources like themes, styles, background colors and strings
2. Facebook page id or page name and twitter page name for respective Philips product page.

Note: If applications having both facebook page name and page id it will take the page name. If pagename is empty it will check for page id and will be setted.

1. App store id for the app can be added in the FeedbackMenu for app feedback.
2. An array is defined for defining main menu title, main menu icons, product menu title and social provider list. Each menu contains default features supported by Consumer Care library. App can include only the required features by adding/deleting/modifying the array items.
3. Each title string in above arrays is expected to be a resource key and not the value.

### Main menu configuration



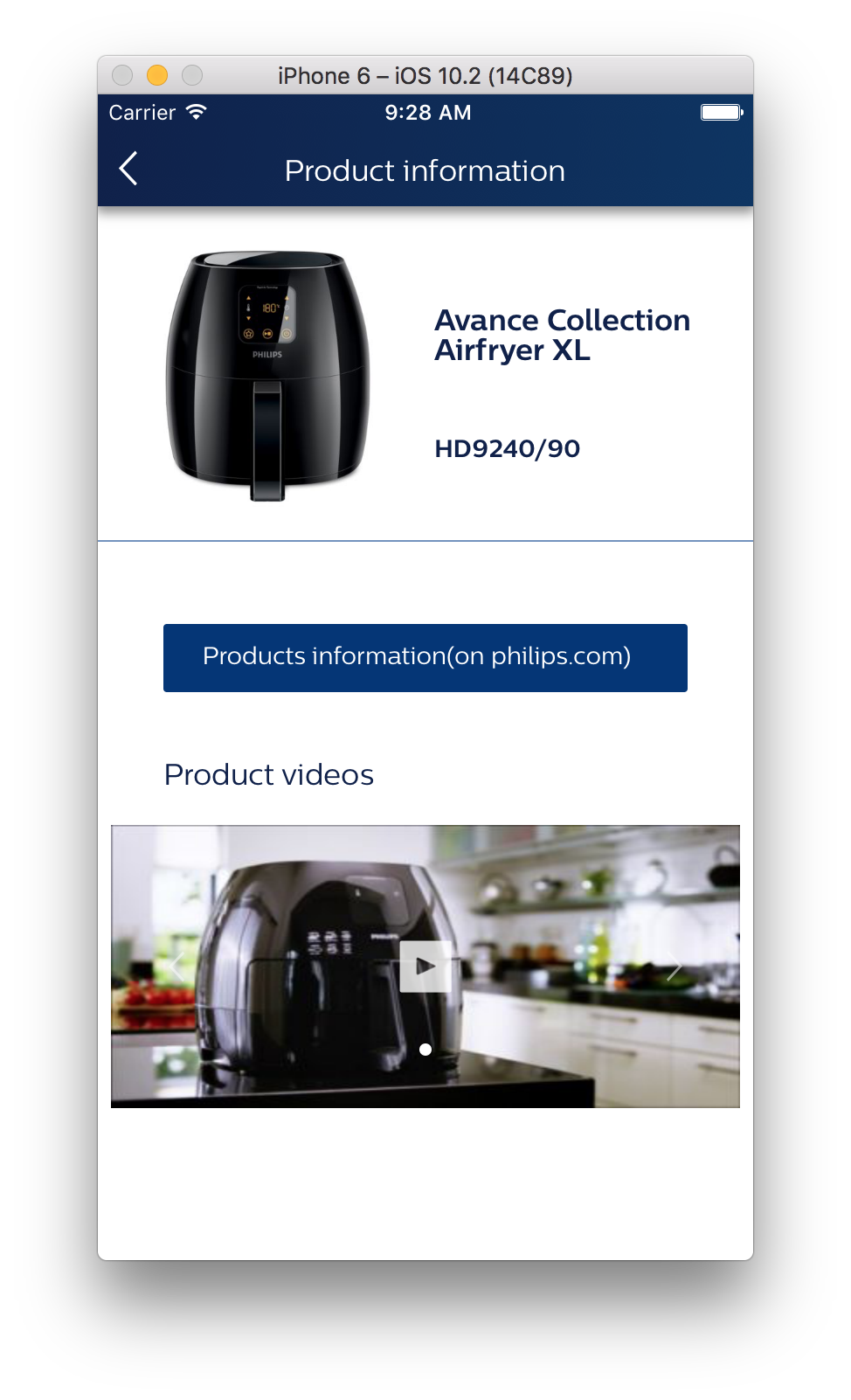
**IconName under Main Menu**

**Localisedkey under Main Menu**

**ScreenBackgroundColor or BackgroundImage**

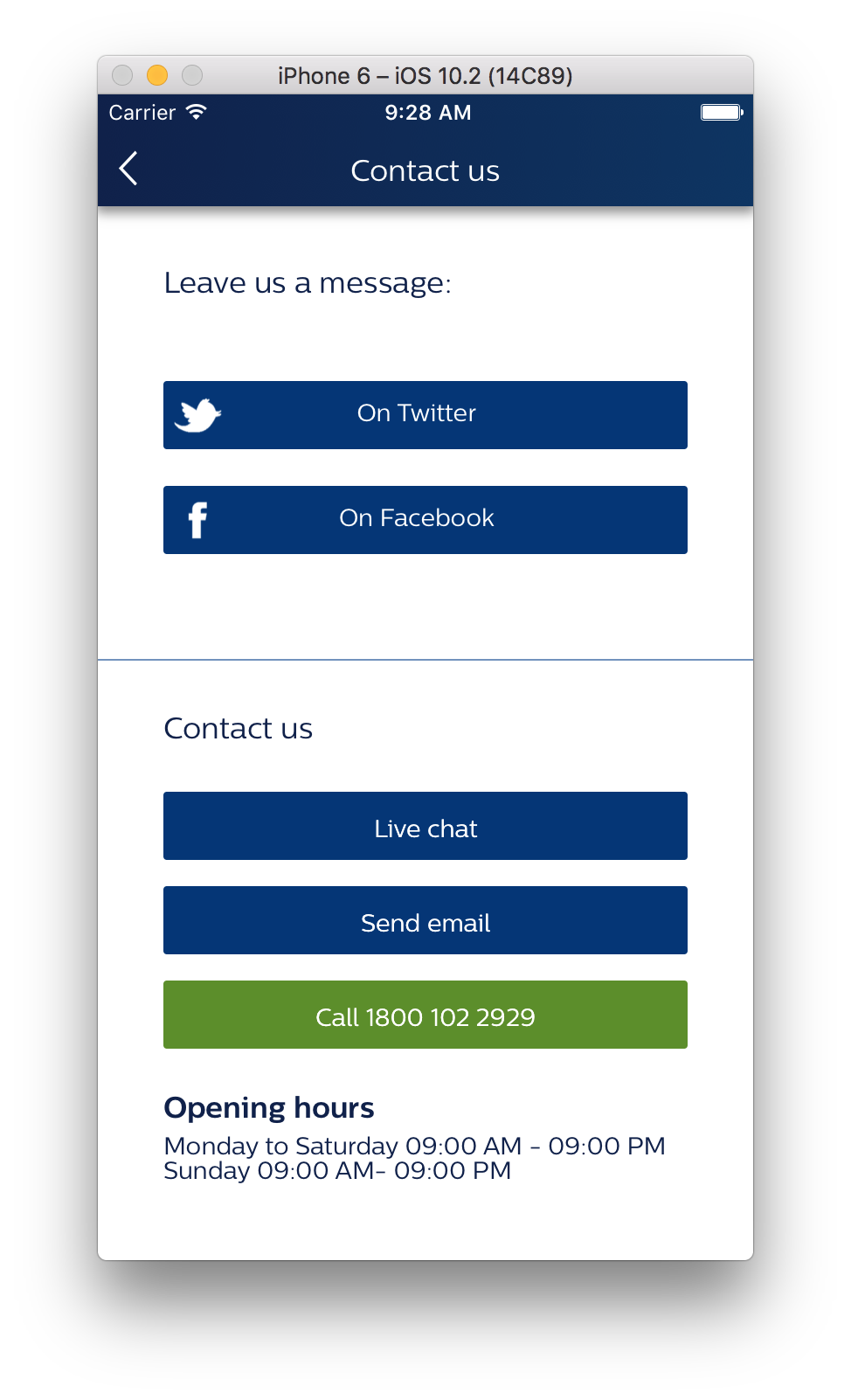
### Product menu configuration

ProductMenu-> LocalizedKey



**Localisedkey under Product Menu**

### Social provider configuration



**IconName under SocialListProviders**

**LocalisedKey under**

**SocialListProviders**

# Vertical features customization

* 1. App can add its own button by passing valid string for button title and icon resource name in configuration file.
  2. Also application has to implement protocols like MainMenuDelegate,

ProductMenuDelegate, and SocialProviderDelegate which will be combined to **MenuDelegates** .

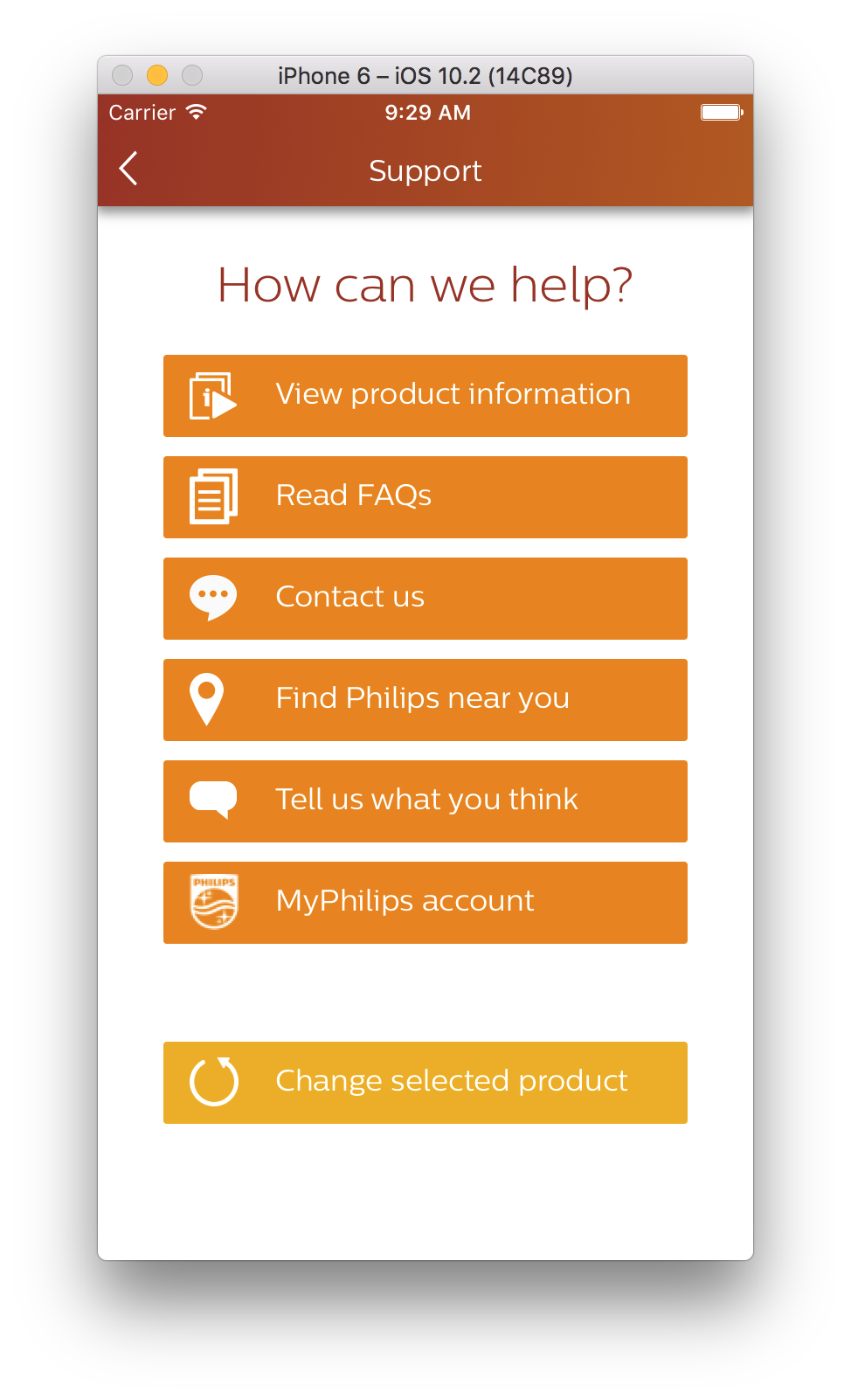
1. -(BOOL)mainMenuItemSelected:(NSString\*)item withIndex:(NSInteger)index; – Invoked on click of each button on support home page. This helps in configuring features on main/home page.
2. -(BOOL)productMenuItemSelected:(NSString\*)item; – Invoked on click of each button on product info page. This helps in configuring features on product info page.
3. -(BOOL)socialMenuItemSelected:(NSString\*)item; – Invoked on click of each social provider buttons in Contact us page. This helps in configuring list of social list providers. CC by default supports Facebook and Twitter.
   1. App is required to implement all these to take control on app side for the

menu items which is added by verticals. For Consumer Care menu item, library is supposed to take action and app should not ideally override this.

* 1. If app returns “true” then it means that app will take action on click of that

button and library will not perform anything in that case otherwise library will take action if app returns “false”.

Example: Air Fryer customization



# Navigation bar customization

PI16.4 release onwards ConsumerCare is returning the viewcontroller to integrating app’s. So the vertical app will be using their own NavigationControllers.

# Tagging

Tagging was completely handled by AppInfra tagging component , Please refer the AppInfra integration document .

**Localization support**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| English | German | French (FR) | Simplified Chinese | Traditional Chinese | Portuguese (EU) |
| Russian | Arabic | Japanese | Dutch | Malay | Montenegrin |
| French-CA | Romanian | Spanish Mexican | Ukrainian | Portuguese (BR) | Serbian |
| Gaelic | Greek | Hebrew | Hindi | Finnish | Swedish |
| Italian | Polish | Spanish | Korean | Czech | English UK |
| Norwegian | Albanian | Bosnian | Bulgarian | Croatian | Estonian |
| Hungarian | Indonesian | Kazakh | Latvian | Lithuanian | Macedonian |
| Slovak | Slovenian | Spanish (AR) | Thai | Vietnamese | Danish |
| Farsi | Turkish |  |  |  |  |

# FAQ

**a.**   **How about customising fonts and sizes?**

We use Central Sans Font as per Philips design guidelines. Both fonts and sizes cannot be configured as of now.

**b.**   **Can we add our own buttons inside consumer care?**

Yes. However we have restricted this to main menu screen, product menu and list of social service providers list.

**c.**  **Does Consumer care support App Tagging?**

Yes. Please make sure you call enableTagging and provide apps ID. Please check sample app for more details. Unless App calls enableTagging () API tagging will not be enabled inside consumer care.

**d.**  **Where do I find my product information?**

Each business has to provide complete ctn number including slash

Ex: HD9240/90

With this please check below link which helps in finding out product tree information like catalog, sector and ctn. please add relevant ctn and locale number as below PRX Product Summary request

<http://www.philips.com/prx/product/B2C/en_GB/CARE/products/HR2106/91.summary>

Please replace locale to check whether product data is available in corresponding countries.

**e.**   **Does Consumer care support multiple products?**

Yes, it supports multiple products from 16.1 release which has version 4.0.0 onwards.

.

Currently app can send hardcoded list of products as input after which consumer care will take care of selection of product.

# Notes

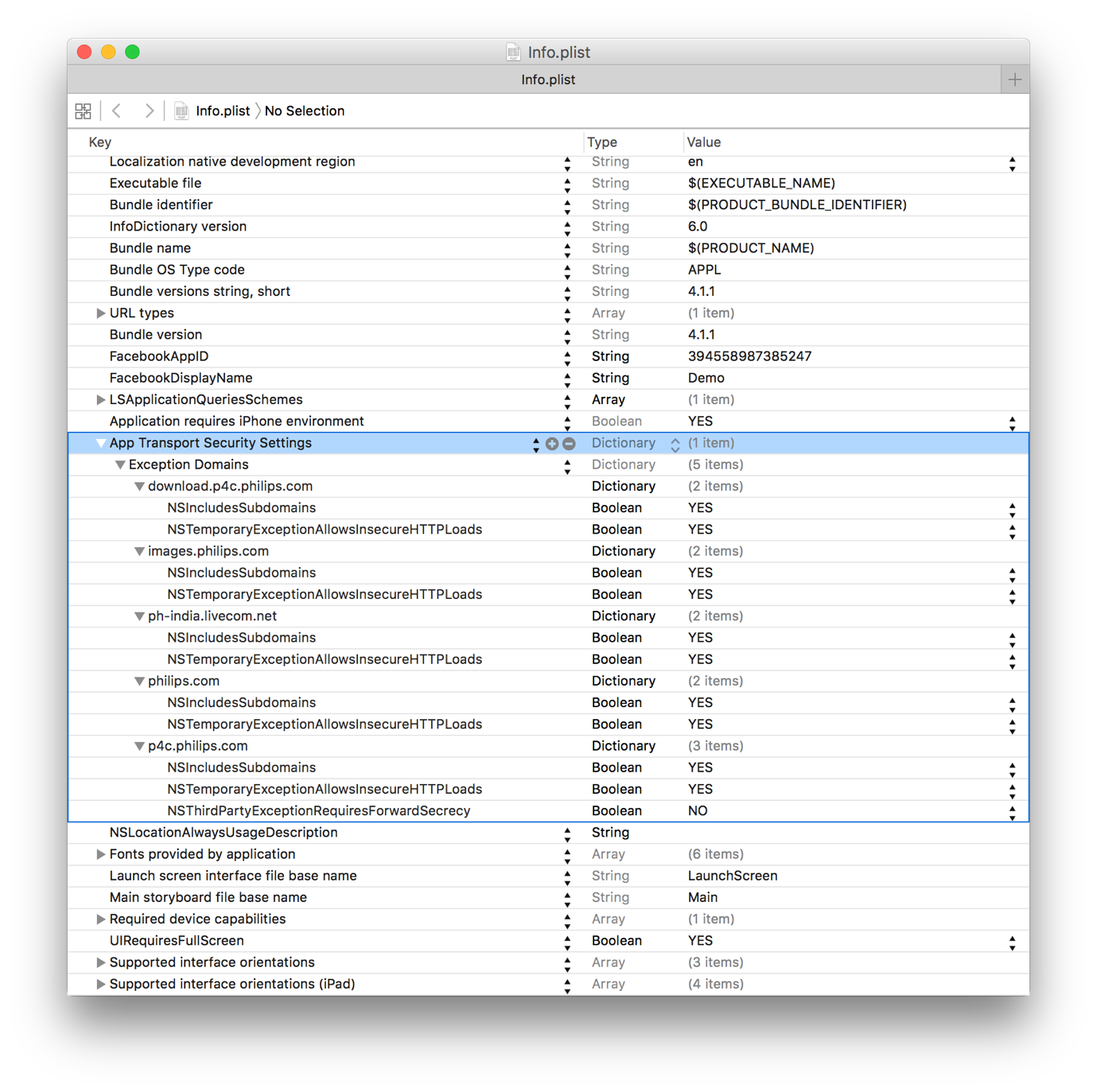
1. Registration is developed as separate library project. App is expected to invoke registration library on click of registration button inside consumer care support page.
2. Integrating application has to add the list of custom font‘s which is used in the sample application for DigitalCareLibrary ,which is mentioned in the LibraryIntegrationSample app info.plist.
3. Please refer sample application for more details.
4. Consumer Care 6.4.0 version will give support from iOS 9 and greater.
5. Remove the App tagging API’s which was their in <5.0.0 versions of consumercare, as it is taken cared by AppInfra API’s.
6. It is very important that ,from iOS 10 onward’s integrating app has to add privacy messages in info.plist. Consumer care uses Camera and Photolibrary for posting images to twitter. So vertical can add the key and messages like below,

1, *Privacy - Photo Library Usage Description        -           App used to access your photo library to post it in Twitter Page*

*2, Privacy - Camera Usage Description                  -           App used to take photos of yours to post it in Twitter Page*

Note:- Above strings can be added by vertical as per the use case and sample we mentioned. If not added it can lead to app rejection from Apple from iOS 10 onwards.

1. Consumer care component consumes PRX data for most of the features. From **iOS** **9** onward’s APPTransportSecuritySettings is blocking **NONHTTP** urls. We already raised request for converting all the PRX response url’s to **HTTPS**. Till they fix it all the integrating app’s has to whitelist the http domain’s or AllowArbitrayLoads in their app info.plist for the PRX response data. For security reason few apps are not allowing AllowArbitrayLoads for all url’s. Mentioned below most of the domains we found from PRX response that integrating app can whitelist in their app info.plist.



**@All** if we missed any **PRX** http URL response domain apart from the above mentioned, please whitelist it in your respective app info.plist.

1. China release related docs attached below.
2. For china livechat url we exposed the API. Integrating App should append a unique value (token) to the URL as query parameter Livecom backend receives this value. If the token is matched in the database *(in other words, if the user has already used the live chat inside the app),* Livecom will identify this as an existing "contact" and make his history accessible to the agent. On the APP side, the user will be able to go back through his previous history.

