

Digital Care Android Integration

Document History				
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1. INTRODUCTION

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

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

2. INTEGRATION

2.1 Maven repository Integration

The easiest and preferred way to use these components is using maven.
All dependent libraries should be downloaded from artifactory

Artifactory path:

<http://maartens-mini.ddns.htc.nl.philips.com:8081/artifactory/libs-release-local-android/com/philips/cdp/digitalCare/4.0.0>

2.2 Library Integration

Need to copy all aar files in libs folder; below are the libraries needed, Please make gradle changes

```
dependencies {  
    compile fileTree(dir:'libs', include:['*.jar'])  
    compile 'com.google.android.gms:play-services:+'  
    compile 'com.android.support:appcompat-v7:22.0.0'  
    compile files('libs/HockeySDK-3.0.2.jar')  
    compile files('libs/adobeMobileLibrary.jar')  
    compile(name:'localeMatch-v1.1.0', ext:aar)  
    compile(name:'digitalCare-v4.0.0', ext:aar)  
    compile 'com.mcxiaoke.volley:library:1.0.17'  
    compile(name:prx-v1.0.1', ext:aar)  
    compile(name:uikitlib-v2.0.0', ext:aar)  
    compile(name:productselection-v1.1.0', ext:aar)  
    compile(name:gson-v2.2.2', ext:aar)  
}  
  
    repositories {  
        flatDir {  
            dirs 'libs'  
        }  
    }  
}
```

1. Go to sample app's res/values folder and copy digitalcare_config.xml and place it in integrating app's res/values folder..
2. Override the values in config file and define the features as per requirement.

2.3 Library versioning

Library version can be obtained by using below API

DigitalCareManager.getInstance().getDigitalCareLibVersion();

PILLocaleManager.getLacaleMatchVersion()

2.4 Root gradle changes

```
buildscript {
    repositories {
        maven { url 'http://maartens-
mini.ddns.htc.nl.philips.com:8081/artifactory/jcenter' }
    }
    dependencies {
        classpath 'com.android.tools.build:gradle:1.5.0'
    }
}

allprojects {
    repositories {
        maven { url 'http://maartens-mini.ddns.htc.nl.philips.com:8081/artifactory/libs-
release-local-android' }
        maven { url 'http://maartens-
mini.ddns.htc.nl.philips.com:8081/artifactory/jcenter' }
    }
}
```

2.5 Gradle dependencies

```
dependencies {
    compile 'com.android.support:recyclerview-v7:23.1.1'
    compile(group: 'com.philips.cdp', name: 'digitalCare', version: '3.0.3-rc.4',
    ext: 'aar'){
    transitive = true
    }
}
```

2.6 Prerequisites

1. Application need to know **CTN** number for each product used in app

Ex: HD8967/01

2. Sector

3. 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.

3. INITIALIZATION

The library can be invoked both as activity and fragment.

“DigitalCareConfigManager” is singleton class used for communication between application and library. It exposes few public setter APIs. The application has to set few below parameters dynamically before the library is invoked. Please refer sample application.

- a. Import DigitalCareConfigManager from “com.philips.cdp.digitalcare”
- b. initializeDigitalCareLibrary(Context applicationContext)
- c. App locale (language code and country code). Also set this whenever there is a change in language or country. Call in appropriate places.
API: setLocale(String langCode, String countryCode)
- d. Please call Tagging related APIs as below,

```
public void setAppTaggingInputs(boolean taggingEnabled, String appId, String  
appName, String launchingPageName)
```

If app enables tagging and appId is not set, then digital care library will throw runtime exception.

Please note that appId is nothing but appslid.

Note: Until app enables tagging, consumer care component will not tag user actions.

Please follow the order of initialization as per sample app.

4. How to invoke Digital care as activity?

Please note that there is an API change for invocation. Now there is a single API to launch as activity and fragment.

```
invokeDigitalCare(UiLauncher uilauncher, ProductSelectionType  
productSelectionType)
```

Here UiLauncher is a base class which has 2 sub classes called ActivityLauncher and FragmentLauncher

ProductSelection type denotes the kind of inputs to support multiple products.

Please note that we currently support hardcoded list of products.

- a. Create an instance of activity launcher and insert activity orientation type and UiKitTheme as parameters. Also create productselection type as below,

```
HardcodedProductList productList = new HardcodedProductList(ctnList);  
productList.setCatalog(Catalog.CARE);
```

```
productList.setSector(Sector.B2C);
ActivityLauncher uiLauncher = new
ActivityLauncher(ActivityLauncher.ActivityOrientation.SCREEN_ORIENTATION_UNS
PECIFIED, R.style.Theme_Philips_BrightBlue_Gradient_WhiteBackground);
uiLauncher.setAnimation(R.anim.slide_in_bottom, R.anim.slide_out_bottom);
DigitalCareConfigManager.getInstance().invokeDigitalCare(uiLauncher, productList);
```

Note: ctntlist is string array of CTN numbers

5. How to invoke Digital care as Fragment?

Please note that there is an API change for invocation. Now there is a single API to launch as activity and fragment.

```
invokeDigitalCare(UiLauncher uilauncher, ProductSelectionType
productSelectionType)
```

Here UiLauncher is a base class which has 2 sub classes called ActivityLauncher and FragmentLauncher

ProductSelection type denotes the kind of inputs to support multiple products.

Please note that we currently support hardcoded list of products.

- a. Create an instance of activity launcher and insert activity orientation type and UiKitTheme as parameters. Also create productselection type as below,

```
HardcodedProductList productList = new HardcodedProductList(ctnList);
productList.setCatalog(Catalog.CARE);
productList.setSector(Sector.B2C);
```

```
FragmentLauncher fragLauncher = new FragmentLauncher(
this, R.id.sampleMainContainer, actionBarClickListener);
fragLauncher.setAnimation(R.anim.slide_in_bottom, R.anim.slide_out_bottom);
DigitalCareConfigManager.getInstance().invokeDigitalCare(fragLauncher, productList);
```

Note: ctntlist is string array of CTN numbers

ActivityOrientation is an enum to specify orientation, if do not want to fix orientation, please set as “unspecified”

Supports all kind of orientation in ActivityInfo class.

ActivityOrientation is present inside DigitalCareConfigManager class.

Animation resource id can be passed in as zero if not relevant.

Animation resource id can be passed in as zero if not relevant.

6. Android Manifest Changes

1. We are using UiKit library and it expects theme to be set which is equal to or higher than appcompat theme.

```
android:theme="@style/multiprod_theme"
```

We have defined sample uikit theme in our sample application.

2. If apps face problems wrt label , theme etc during compilation, Please do the below,
Example from Registration sample app:

```
<?xml version="1.0" encoding="utf-8"?>
<manifest xmlns:android="http://schemas.android.com/apk/res/android"
    xmlns:tools="http://schemas.android.com/tools"
    package="com.philips.cdp.registration.sample">

    <application
        android:name="com.philips.cdp.registration.sample.RegistrationApplication"
        android:allowBackup="true"
        android:icon="@mipmap/ic_launcher"
        android:label="@string/app_name"
        android:theme="@style/AppTheme"
        tools:replace="android:icon, android:label, android:theme">
```

3. This change is required for Locale Philips Near you feature to display google maps. Please find more details below regarding debug and release keys which need to be used.
Application need to copy below google map related meta data information in app's manifest file and provide new sha key for rendering Philips service centers on google map.

```
<meta-data
    android:name="com.google.android.gms.version"
    android:value="@integer/google_play_services_version" />
```

```
<meta-data
    android:name="com.google.android.maps.v2.API_KEY"
    android:value="AlzaSyDm1M6rUwuCe_-4pBM61QeWivE6Glu2hWM" />
```

```
<uses-feature
    android:glEsVersion="0x00020000"
    android:required="true" />
```

AlzaSyDm1M6rUwuCe_-4pBM61QeWivE6Glu2hWM = SHA key

Reference for SHA key generation

<https://developers.google.com/maps/documentation/android/signup>

SHA key should be generated from the system where apk is released.
SHA key along with package name should be registered.


```
//Credentials For LocatePhilips Near you feature (Google Map)
<usespermission
android:name="com.philips.cdp.sampledigitalcareapp.permission.MAPS_RECEIVE" />
<permission

    android:name="com.philips.cdp.sampledigitalcareapp.permission.MAPS_RECEIVE"
    android:protectionLevel="signature" />
```

Please note that it works without the above permission for debug keys but we need to add it when we use release keys. Please make sure to change package name.

6.1 Other User Permissions

```
<uses-permission android:name="android.permission.INTERNET" />
<uses-permission android:name="android.permission.ACCESS_NETWORK_STATE" />
<uses-permission android:name="android.permission.ACCESS_COARSE_LOCATION" />
<uses-permission android:name="android.permission.ACCESS_FINE_LOCATION" />
<uses-permission
    android:name="com.google.android.providers.gsf.permission.READ_GSERVICES" />
<uses-feature android:name="android.hardware.telephony" android:required="false"/>
```

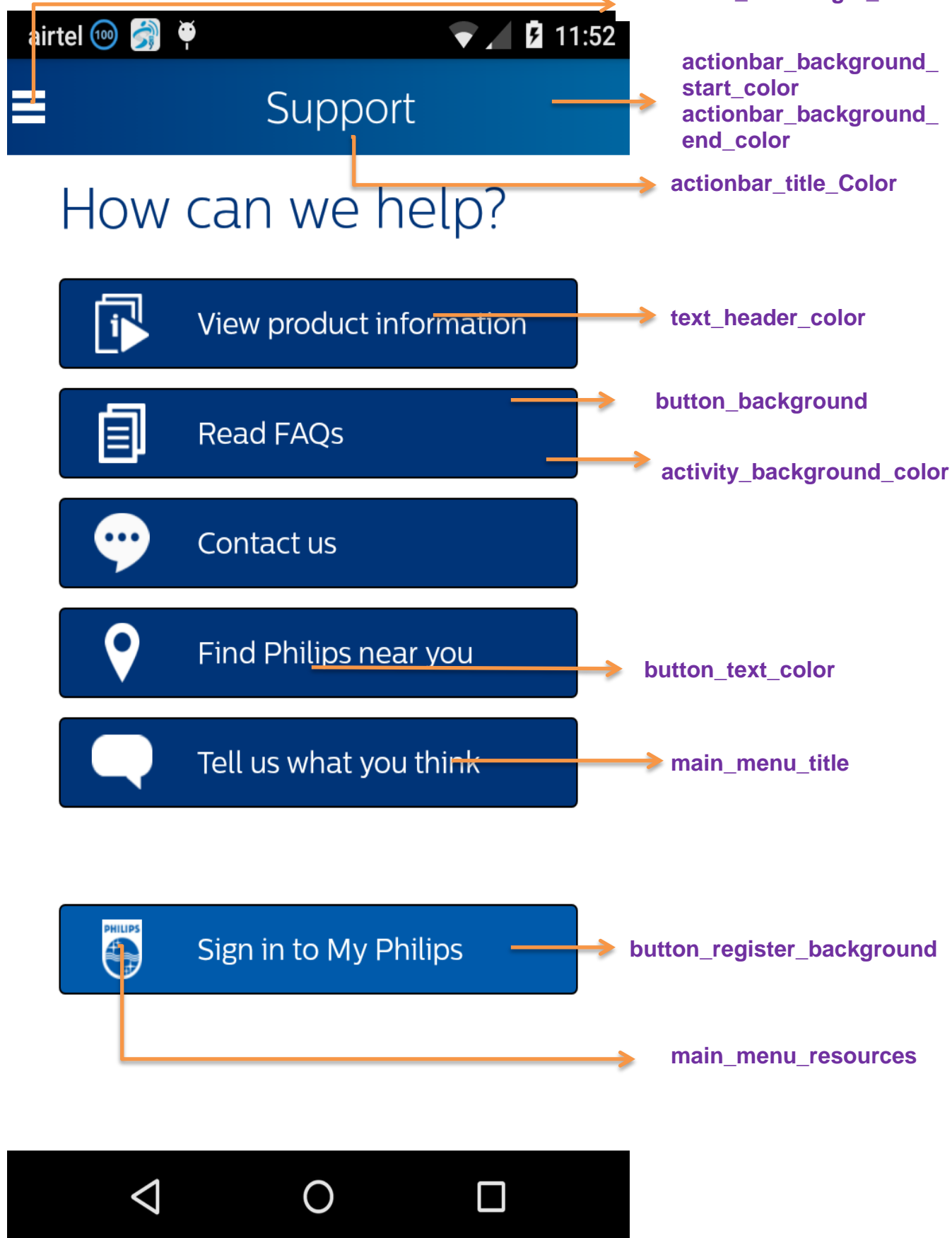
7. Digital care configuration

The application has to copy digitalcare_config.xml from sample app resource folder and create one on app side by overriding the parameters present in it. The file contains the following,

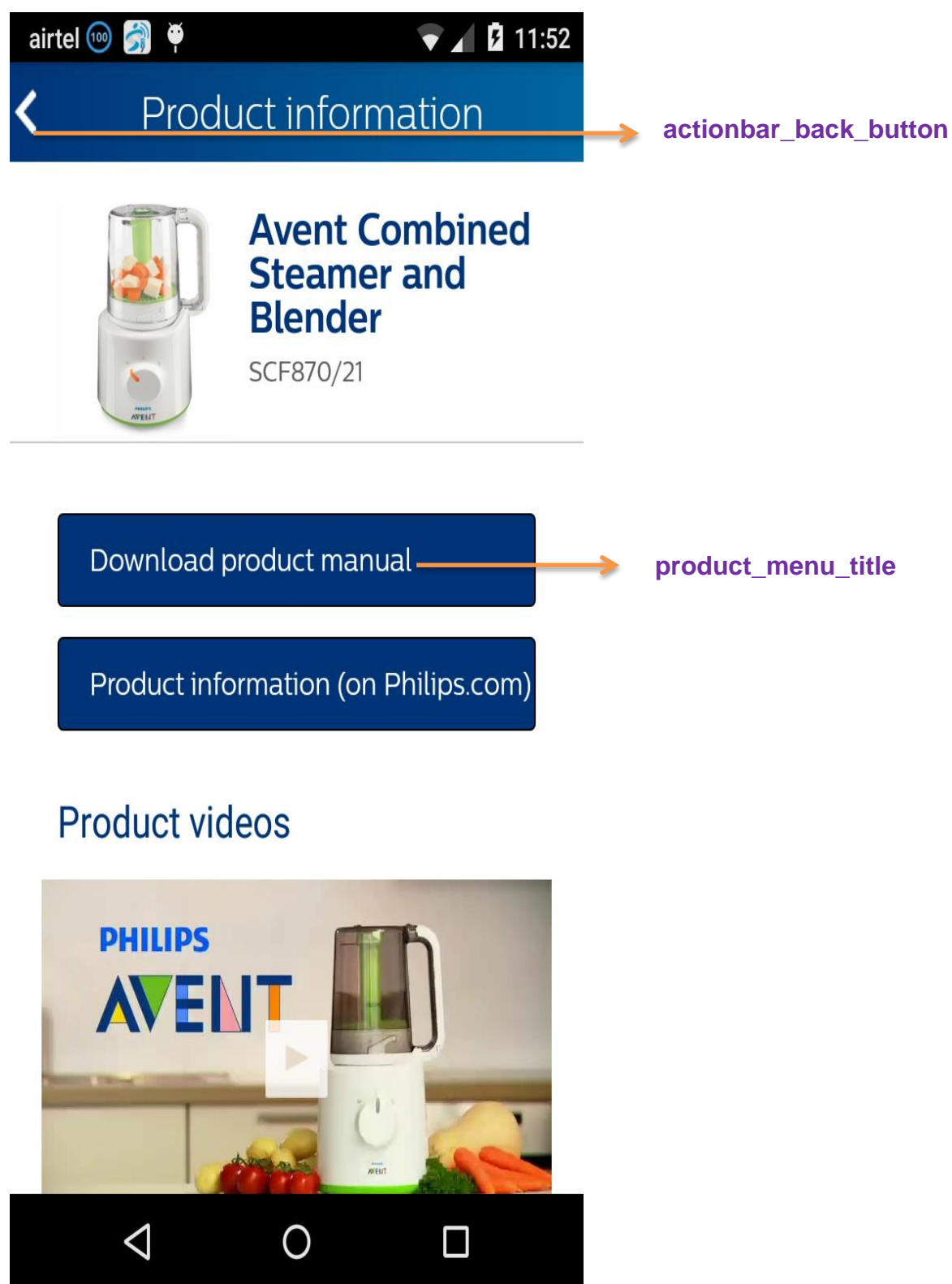
- UI resources like themes, styles, background colors and action bar customization.
- Facebook & Twitter Philips product page url which is app/product specific.
- An array is defined for customizing main menu title, main menu icons, product menu title and social provider list. Each menu contains default features supported by Digital Care library. App can include only the required features by adding/deleting/modifying the array items.
- Each title string in above arrays is expected to be a resource key and not the value.
- Production environment is introduced as Boolean parameter. It allows to set either as production or test environment. It is applicable for all the backend systems which we use.

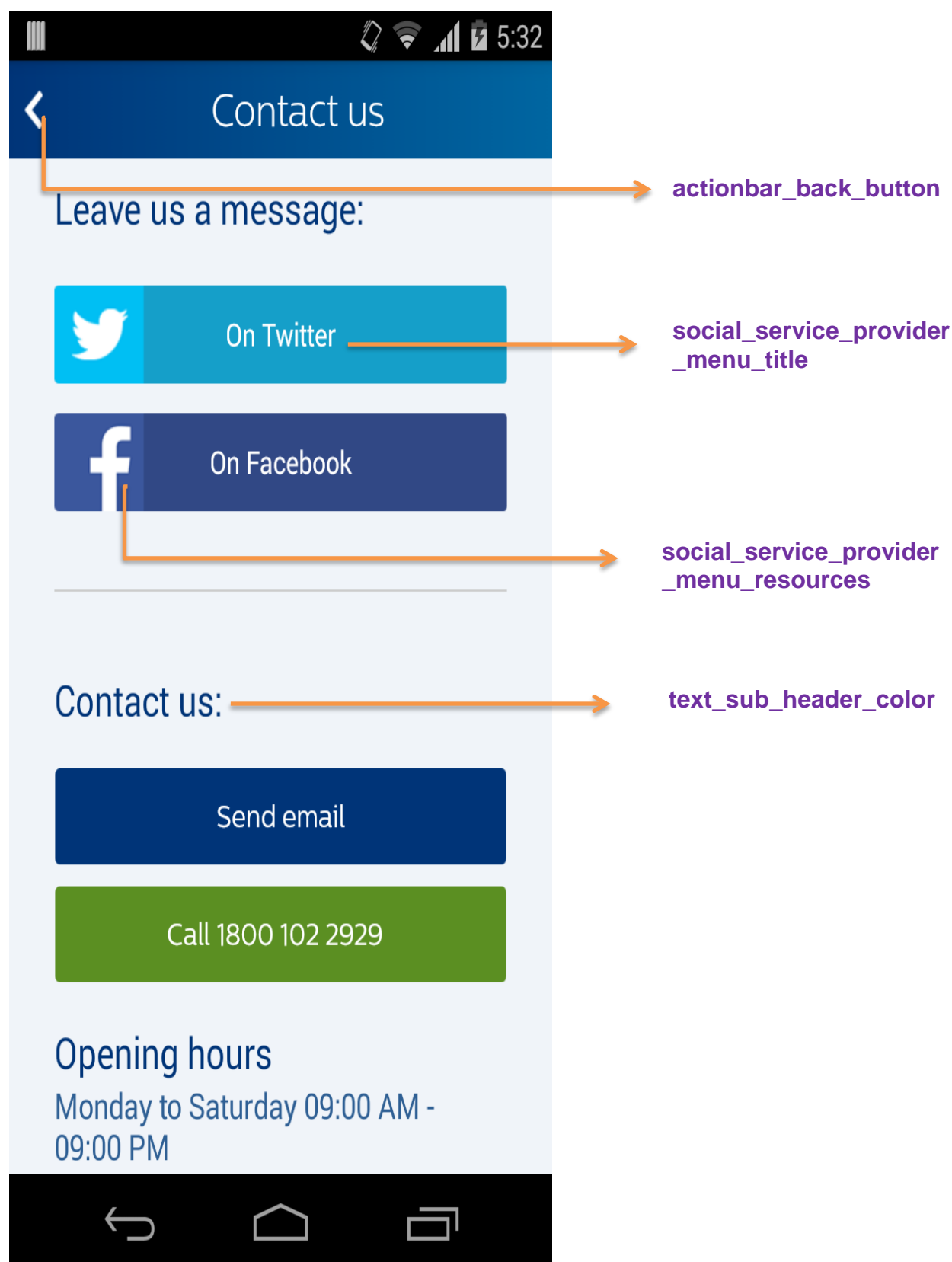
The digitalcare_config.xml on the library side will have default values. In case the app does not override, all the resources would be picked from library.

7.1.1.1 Main menu configuration



7.1.1.2 Product Menu configuration



7.1.1.3 Social provider configuration

8. Handling consumer care as fragments:

If it is invoked as fragment, action bar has to be handled by verticals because they have control.

- a. Adding cc fragments will be taken care by library.
We define one interface called "ActionBarUpdateListener" and it will have method called `updateActionBar (String titleActionBar, Boolean hamburgerIconAvailable)`.
- b. We invoke this callback and verticals have to implement this listener and update the action bar accordingly.
- c. On click of back arrow app has the control again and it is responsible for popping out the fragment from the stack. Consumer care has no action over it.
- d. Handling hamburger menu icon and anything related to action bar is the responsibility of the app.

9. Handling consumer care as activity

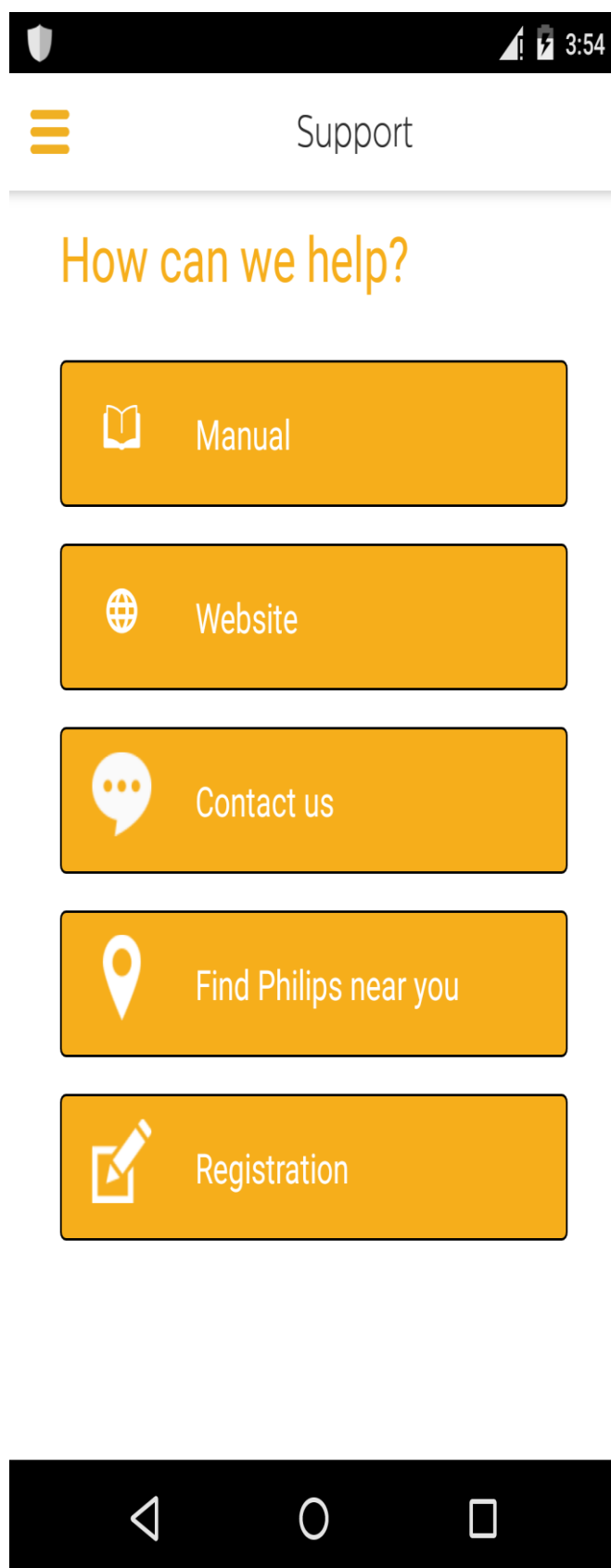
If it is invoked as activity, then CC will be launched as full screen and also responsible for updating action bar. Action bar customization happens depending on the configuration set by app in config xml file

10. Vertical features customization

The consumer care features are highly customizable; each vertical can add any specific button inside support menu if it is really required.

- a. App can add its own button by passing valid string for button title and icon resource name in configuration file.
- b. Application has to implement interfaces like `MainMenuListener`, `ProductMenuListener`, and `SocialProviderListener`.
 - i. `MainMenuListener` – Invoked on click of each button on support home page. This helps in configuring features on main/home page.
 - ii. `ProductMenuListener` – Invoked on click of each button on product info page. This helps in configuring features on product info page.
 - iii. `SocialProviderListener` – 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.
- c. App is required to implement all these to take control on app side for the menu items which is added by verticals. For digital care menu item, library is supposed to take action and app should not ideally override this. If app returns "true" then it means that app will take action on click of that button and library will not perform any operation in that case otherwise library will take action if app returns "false".

Example: Air Fryer customization



11. Action bar customization

Here is how we customize navigation/action bar in consumer care module,

1. We allow customization of both Hamburger menu icon and back arrow button in navigation bar.
2. Projects which uses navigation bar will go for above option.
3. Projects where in navigation bar is not used, will have to do the following
 - a. Replace hamburger menu icon with back arrow icon.
 - b. Set navigation bar background color same as screen background color.
 - c. Sets a Boolean in config file which says hamburger menu title required as "False", in this case navigation bar title will not be shown in consumer care.
4. Projects which uses spring board, replaces hamburger menu with spring board icon.

12. Supporting apps with Over 65K Methods

This is special case if app which has more than 65K methods do follow below link for reference.

<https://developer.android.com/tools/building/multidex.html>

According to this do following changes in gradle and application class

In Gradle file:

```
android {  
    compileSdkVersion 21  
    buildToolsVersion "21.1.0"  
  
    defaultConfig {  
        ...  
        minSdkVersion 14  
        targetSdkVersion 21  
        ...  
    }  
  
    // Enabling multidex support.  
    multiDexEnabled true  
}  
  
dependencies {  
    compile 'com.android.support:multidex:1.0.1'  
}
```

In Application Class:

```
@Override  
public void onCreate() {  
    MultiDex.install(this);  
    Super.onCreate();  
}
```


13. Supported Languages

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				

14. Frequently asked Questions

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 category, sub category etc. please add relevant ctn number

- a. http://www.philips.co.uk/prx/product/B2C/en_GB/CONSUMER/products/HD9240/90.summary
- b. http://nlvu077.gdc1.ce.philips.com:9080/repobrowser/catalogBrowser.jsp?catalogid=catalog_CL_CONSUMER&catalogType=CONSUMER&country=CL&language=es

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.

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

15. Notes

- a. Registration is developed as separate library project. App is expected to invoke registration library on click of registration button inside consumer care support page.
- b. Library should be initialized as per document or sample app otherwise library would throw runtime exception.
- c. Please refer sample application for more details.