

**webMethods CloudStreams Provider for Infobip**

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# Document Change History

|  |  |
| --- | --- |
| **Document revision date** | **Summary of changes** |
| February 2022 | First release of this document. |

# What is webMethods CloudStreams Provider for Infobip?

Infobip is a Complete solution that will help you drive better outcomes for your customers and business across the entire customer journey. Some of major functionalities supported by Infobip are

1. Activate an Account or Service Using Chatbots
2. Collect Customer Feedback
3. Authenticate End Users Using Chat Apps
4. Two-Factor Authentication
5. Set up a Virtual Assistant Chatbot
6. Help Customers Schedule Their Appointments
7. Engage and Onboard New Customers
8. Gather After-Purchase Feedback
9. Track Patient Health Data

API Categories

1. **People -** Build rich profiles for each person to be able to create audience segments for more precise targeting. Manage duplicates and import your data over API. Events reflect actions that end users take on your website or in your mobile application. Events API is a robust way to send those events to Infobip. Event can be sent only to an existing person in Target module and an event definition should be created beforehand to describe contents of the event.
2. **Conversations API -** Conversations is a solution that allows Enterprises to engage in conversations with their customers over multiple channels. The solution is available either as a web-based cloud platform web interface or over HTTP API for 2-way messaging over SMS, WhatsApp, Viber, and Facebook messenger. It supports conversation threading, conversation management including queues and routing, agent assignment, resolution management and conversation history overview.
3. **Moments -** Create exciting customer journeys and engage people in a dialogue through Flow, our visual communication builder that helps automatize business processes and reach relevant audiences at just the right moment. People can be added or removed from the communication programmatically via Flow API.
4. **Anonymize** -The Number Masking service enables two parties to engage in a conversation over the phone without exposing their phone numbers to each other. This service is ideal for businesses that share customer information with third parties. Have in mind that the Number masking mapping has to be implemented on your side in order to define to which phone number the incoming call should be forwarded to. Number masking mapping depends on your business logic. All Number Masking calls can be recorded. To enable recording feature on Number masking calls, please check Voice recording feature documentation section. Recording on Number masking calls could be enabled using Apps section of the portal.
5. Channels - Create a perfect customer experience by using the channels your customer already use and love. Available channels are

* SMS
* EMAIL
* WHATS-APP
* VOICE
* MMS
* LIVE CHAT
* MI Messaging

**Connector and its capabilities**

* Connector support end to end integration of **people API**
* **Conversation API** with Agent support
* Channel is planned for next release.

For more information about how to configure and use CloudStreams connectors with webMethods CloudStreams, see the Administering webMethods CloudStreams document available in the **webMethods** section of the [Software AG Documentation](http://documentation.softwareag.com) web page.

# Steps to create the connector connection

Infobip supports different Authorization method

* BASIC
* API Key
* OAuth
* IBSSOTokenHeader

1. As part of this release, software AG supports Authorization by **APIKeyHeader**, which should be configured during setting up the connection.

API Key patter – “App” + “ “ + <Key generated from Infobip portal>

# webMethods CloudStreams Provider for <SaaS name> Connector

## Connector Details

The connector details include:

* **SaaS Provider**: [InfobipV1](http://localhost:5858/WmCloudStreams/connector-list.dsp?groupName=InfobipV1)
* **API Version**: V2
* **API Type**: Rest
* **Developer**: Jigar
* **Group**: NA
* **CloudStreams Minimum Version Compatibility**: 10.11
* **Provider Package Name**: Infobip

### Supported Resources

List down resources supported by the provider:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Service: Bundle** | | | | |
|  | **Name** | **Path** | **Method** | **Description** |
| 1 | PEOPLE API | https://www.infobip.com/docs/api#customer-engagement/people |  | All resources can be viewed here |
| 2 | Conversations API | https://www.infobip.com/docs/api#customer-engagement/conversations-api |  | Below are covered  Conversations, Conversation Tags, Conversation Messages, Conversation Notes, Conversation Agents, Conversation Queues |

### Usage Notes