Microsoft

Widget Customizations Messaging SDK Android
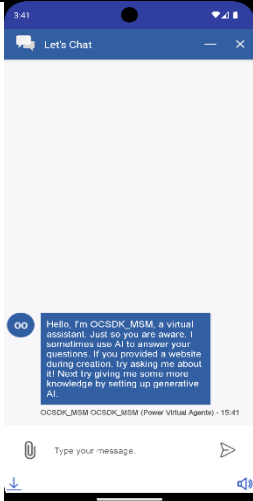
DYNAMICS 365 CONTACT CENTER

Version 1.00

Chat Widget Customization

LiveChatMessagingActivity is an Android Activity component which implements a messaging UI. SDK exposes styling properties which allows you to customize the look and feel of the Messaging UI.

- Styling properties mentioned in this page are of type either bool, color, integer, string and dimen. So, it must be added to its corresponding "types".xml resource file.

Plain Bubble View in Conversation Screen

Plain bubble Conversation View along with an Initials for agent is the default view of LiveChatMessagingActivity.

<table>
<tr>
<td></td>
<td>

To replace the default agent icon. Add an image drawables having following name to your resource folder
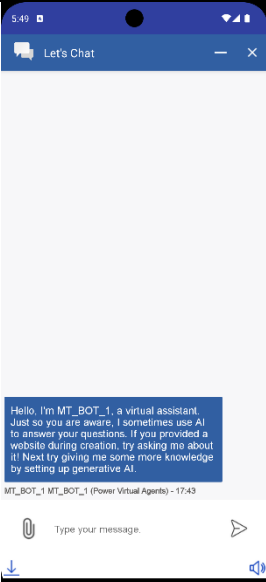
ic_agent_avatar.png for Agent Speech bubble icon.

AND below boolean

`<bool name="showAgentIconInitials">false</bool>`

</td>
</tr>
</table>

Speech Bubble View in Conversation Screen

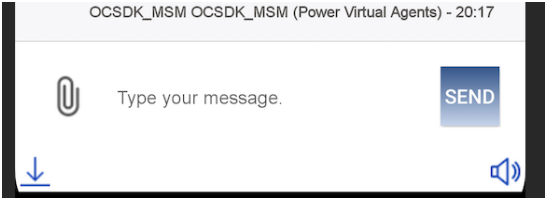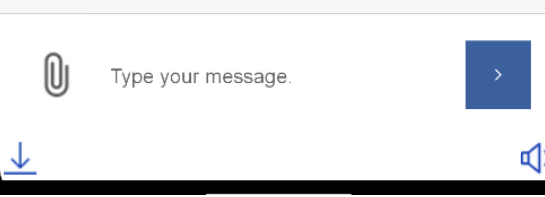| Name	type	default	example
useSpeechChatLine	bool	true	`<bool name="useSpeechChatLine">false</bool>`

To hide Speech bubbles. Set the following property in your APP bools.xml resource file.

`<bool name=" useSpeechChatLine ">false</bool>`

Styling Send Button

There are various properties for changing the look and feel of Send Button.

Name	type	default	description
useGradientButton	bool	false	To set linear gradient color background. `<bool name="useGradientButton">true</bool>`
useArrowButton	bool	false	

			To display the right Arrow, send button. <bool name="useArrowButton">true</bool>
messagingSendTextColor	color	#FFFFFF	Change the Send button Text color.
messagingSimpleBackground	color	#315fa2	Change background color of Simple send button.
messagingArrowBackground	color	#315fa2	Change background color of Arrow send button.
messagingSendBorderColor	color	# ffffff	Change border color of all button types.
messagingSendBorderSize	dimention	3dp	Change border size of all button types.
messagingSendBorderRadius	dimention	0dp	Change border color of Simple and Gradient Button types. Cannot change border radius of Arrow Button.
messagingGradientStart	color	#2b548e	Gradient button background start color.
messagingGradientEnd	color	#c4d5ed 289728	Gradient button background end color.
messagingArrowColor	color	#FFFFFF	Set Arrow button arrow color.
messagingArrowPadding	dimention	20dp	Adjust the padding size to set the width and height of Arrow in Arrow Send Button.

messagingSendText	string	Send	Change the send button text.
messagingSendTextSize	dimention	16sp	Change the send button text size.
toggleSendStateAfterMsgSend	boolean	false	Set the send button to disabled state when Customer Text input contains 0 chars. Button will move to enabled state as soon as customer start typing.
hidePostChatSurveyPane	boolean	false	Hide the post-chat survey external link, internal link and loader.
delegateDeepLinkAndUrl	boolean	false	Delegate deep link and other url handling to sample app.

Styling Simple Send button using Background drawable:

SDK lets you set a drawable as the background of Messaging Simple Send button.

To set a background drawable, please add a drawable having the following name.

bg_simple_button.png or bg_simple_button.xml

Styling Send button using style resource:

In addition to the above properties-, SDK also lets you customize send button by overriding the default Send button style.

```
<style name="SimpleSendButtonDefault.SimpleSendButton">
      <item name="android:padding">50dp</item>
</style>


<style name="SendContainerDefault.SendContainer"></style>
```

Configure Simple Send Button Disabled State

Application can configure to display a different background drawable when Simple send button is in disabled state.

When **toggleSendStateAfterMsgSend** boolean property is turned on, please add a drawable having the following name.

bg_simple_button_disabled.png or bg_simple_button_disabled.xml

Customer message input can also set a different background drawable when Input contains 0 characters (Send button is in disabled State).

When footer is disabled after a Messaging state error (agent left, network disconnect etc), please add a drawable having the following name.

bg_simple_button_error.png or bg_simple_button_error.xml

Styling CustomerTextInput

There are various properties for changing the look and feel of CustomerTextInput view.

Name	type	default	description
customerInputBorderColor	color	#ffffff	Set the CustomerTextInput border color.
customerInputBackgroundColor	color	#ffffff	Set the CustomerTextInput background color.
customerInputBorderSize	dimention	2dp	Set the CustomerTextInput border size.
customerInputBorderRadius	dimention	0dp	Set the CustomerTextInput border radius.
sendMessageOnEnter	Boolean	true	Let's you control how SDK reacts when user press enter button.
limitCustomerInput	Boolean	false	Let's you check if the customer input should be limited to no of characters.

Styling CustomerTextInput using style resource:

In addition to the above properties, SDK also lets you customize CustomerTextInput by overriding the default CustomerTextInput style.

```
<style name="CustomerInputDefault.CustomerTextInput">
      <item name=""android:gravity">center</item>
</style>


<style name="MessagingInputContainerDefault.MessagingInputContainer"/>
</style>
```

Auto Growing Customer Input

Using the exposed Customer Input Style resources, application can configure the Customer Input to Grow and Shrink as user types

```
<style name="CustomerInputDefault.CustomerTextInput">
      <item name="android:layout_height">wrap_content</item>
      <item name="android:maxLines">4</item>
  </style>



  <style name="MessagingInputContainerDefault.MessagingInputContainer">
     <item name="android:layout_height">wrap_content</item>
  </style>
  <style name="MessagingFooterDefault.MessagingFooter">
     <item name="android:layout_height">wrap_content</item>
  </style>
```

Configure Customer Text Input Disabled State

Customer message input can also set a different background drawable when Input contains 0 characters (Send button is in disabled State).

When **toggleSendStateAfterMsgSend** boolean property is turned on, please add a drawable having the following name.

messaging_input_drawable_disabled.xml

Styling Bubble View

There are various properties for changing the look and feel of Bubble views.

Name	type	default	description
agentBubbleBorderSize	dimention	2dp	Set the border size of agent message bubble view.
agentBubbleTextSize	dimention	16sp	Set the text size of agent message bubble view.
agentBubbleBorderRadius	dimention	5dp	Set the border radius of agent message bubble view.
customerBubbleBorderSize	dimention	1dp	Set the border size of customer message bubble view.
customerBubbleTextSize	dimention	16sp	Set the text size of customer message bubble view.
customerBubbleBorderRadius	dimention	5dp	Set the border radius of customer message bubble view.
typingBubbleBorderSize	dimention	0dp	Set the border size of agent typing message bubble view.
typingBubbleBorderRadius	dimention	5dp	Set the border radius of agent typing message bubble view.
typingBubbleTextSize	dimention	16sp	Set the text size of agent typing message bubble view.
systemBubbleBorderSize	dimention	0dp	Set the border size of system message bubble view.
systemBubbleBorderRadius	dimention	5dp	Set the border radius of system message bubble view.
systemBubbleTextSize	dimention	15sp	Set the text size of system message bubble view.

agentBubbleMarginLeft	dimention	5dp	Agent Bubble margin Left.
agentBubbleMarginTop	dimention	5dp	Agent Bubble margin Top.
agentBubbleMarginRight	dimention	70dp	Agent Bubble margin Right.
agentBubbleMarginBottom	dimention	0dp	Agent Bubble margin Bottom.
customerBubbleMarginLeft	dimention	70dp	Customer Bubble margin Left.
customerBubbleMarginTop	dimention	10dp	Customer Bubble margin Top.
customerBubbleMarginRight	dimention	10dp	Customer Bubble margin Right.
customerBubbleMarginBottom	dimention	10dp	Customer Bubble margin Bottom.
typingBubbleMarginLeft	dimention	0dp	Typing Bubble margin Left.
typingBubbleMarginTop	dimention	0dp	Typing Bubble margin Top.
typingBubbleMarginRight	dimention	0dp	Typing Bubble margin Right.
typingBubbleMarginBottom	dimention	0dp	Typing Bubble margin Bottom.
systemBubbleMarginLeft	dimention	0dp	System Bubble margin Left.

systemBubbleMarginTop	dimention	0dp	System Bubble margin Top.
systemBubbleMarginRight	dimention	0dp	System Bubble margin Right.
systemBubbleMarginBottom	dimention	0dp	System Bubble margin Bottom.
agentBubblePadding	dimention	10dp	Set padding for agent Bubble view.
customerBubblePadding	dimention	10dp	Set padding for customer Bubble view.
typingBubblePadding	dimention	20dp	Set padding for typing Bubble view.
systemBubblePadding	dimention	10dp	Set padding for system Bubble view.
agentBubbleBackground	color	#315fa2	Agent Bubble view background color.
customerBubbleBackground	color	#FFFFFF	Customer Bubble view background color.
typingBubbleBackground	color	#0000	Typing Bubble view background color.
systemBubbleBackground	color	#0000	System Bubble view background color.
agentBubbleBorderColor	color	#808080	Agent Bubble view border color.
customerBubbleBorderColor	color	#3c643c	Customer Bubble view border color.

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typingBubbleBorderColor	color	#0000	Typing Bubble view border color.
systemBubbleBorderColor	color	#0000	System Bubble view border color.
agentBubbleTextColor	color	#FFFFFF	Agent Bubble message Text color.
customerBubbleTextColor	color	#000000	Customer Bubble message Text color.
typingBubbleTextColor	color	#605e5c	Typing Bubble message Text color.
systemBubbleTextColor	color	#605e5c	System Bubble message Text color.
useIconInBubbles	bool	false	To hide and show icon in Bubble View.
showSystemMessageImage	bool	false	To hide and show System message icon.
showTypingAnimation	bool	true	To show typing animation
showTypingAnimationText	bool	true	To show typing text

Styling transcript bubble using Styles:

SDK lets you customize transcript bubbles by overriding the default style.

```
/** agent bubble container **/
<style name="AgentBubbleContainerDefault.AgentBubbleContainer"></style>


/** agent bubble text view where background drawable is added **/
<style name="AgentBubbleTextViewDefault.AgentBubbleTextView"></style>
```

```
/** customer bubble container **/

<style name="CustomerBubbleContainerDefault.CustomerBubbleContainer"></style>


/** customer bubble text view where background drawable is added **/


<style name="CustomerBubbleTextViewDefault.CustomerBubbleTextView"></style>

<style name="TypingBubbleTextViewDefault.TypingBubbleTextView"></style>

<style name="SystemBubbleTextViewDefault.SystemBubbleTextView"></style>
```
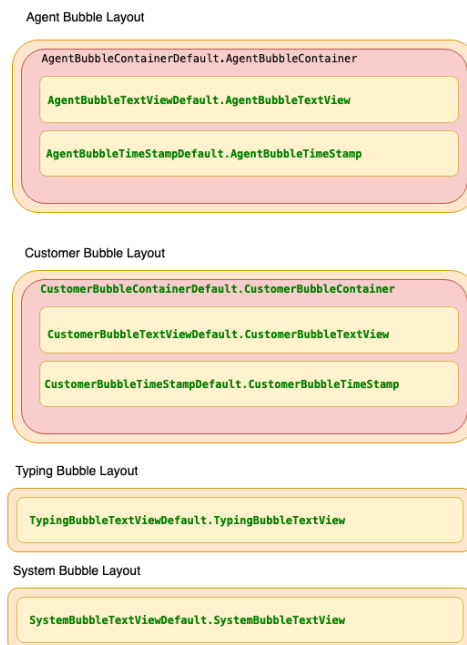
Agent Bubble Layout

AgentBubbleContainerDefault.AgentBubbleContainer

AgentBubbleTextViewDefault.AgentBubbleTextView

AgentBubbleTimeStampDefault.AgentBubbleTimeStamp

Customer Bubble Layout

CustomerBubbleContainerDefault.CustomerBubbleContainer

CustomerBubbleTextViewDefault.CustomerBubbleTextView

CustomerBubbleTimeStampDefault.CustomerBubbleTimeStamp

Typing Bubble Layout

TypingBubbleTextViewDefault.TypingBubbleTextView

System Bubble Layout

SystemBubbleTextViewDefault.SystemBubbleTextView

Styling Speech Bubble View

There are various properties for changing the look and feel of Speech Bubble view.

Name	type	default	description

agentSpeechMarginLeft	dimention	0dp	Agent Speech margin Left.
agentSpeechMarginTop	dimention	0dp	Agent Speech margin Top.
agentSpeechMarginRight	dimention	0dp	Agent Speech margin Right.
agentSpeechMarginBottom	dimention	10dp	Agent Speech margin Bottom.
customerSpeechMarginLeft	dimention	0dp	Customer Speech margin Left.
customerSpeechMarginTop	dimention	0dp	Customer Speech margin Top.
customerSpeechMarginRight	dimention	0dp	Customer Speech margin Right.
customerSpeechMarginBottom	dimention	0dp	Customer Speech margin Bottom.
agentSpeechPadding	dimention	20dp	Set padding for agent Speech view.
customerSpeechPadding	dimention	0dp	Set padding for customer Speech view.
typingSpeechPadding	dimention	0dp	Set padding for typing Speech view.
systemSpeechPadding	dimention	20dp	Set padding for system Speech view.
agentIconBorderSize	dimention	2dp	Set size of the border around Agent Speech icon.

customerIconBorderSize	dimention	2dp	Set size of the border around Customer Speech icon.
agentSpeechBackground	color	#f2f0d7	Agent Speech message background color.
customerSpeechBackground	color	#d5deed	Customer Speech mesasge background color.

Styling Speech Bubble with Styles.xml

SDK also lets you customize transcript bubbles by overriding the default style resource

```
/** agent bubble container **/
<style name="AgentBubbleContainerDefault.AgentBubbleContainer"></style>

/** agent bubble text view where background drawable is added **/
<style name="AgentBubbleTextViewDefault.AgentBubbleTextView"></style>


/** customer bubble container **/
<style name="CustomerBubbleContainerDefault.CustomerBubbleContainer"></style>

/** customer bubble text view where background drawable is added **/
<style name="CustomerBubbleTextViewDefault.CustomerBubbleTextView"></style>

<style name="TypingBubbleTextViewDefault.TypingBubbleTextView"></style>

<style name="SystemBubbleTextViewDefault.SystemBubbleTextView"></style>

<style name="AgentSpeechContainerDefault.AgentSpeechContainer"></style>

<style name="CustomerSpeechContainerDefault.CustomerSpeechContainer"></style>

<style name="AgentSpeechIconDefault.AgentSpeechIcon"></style>

<style name="CustomerSpeechIconDefault.CustomerSpeechIcon"></style>
```
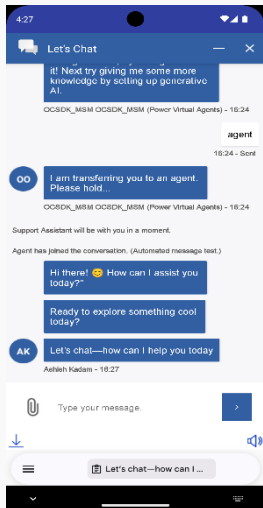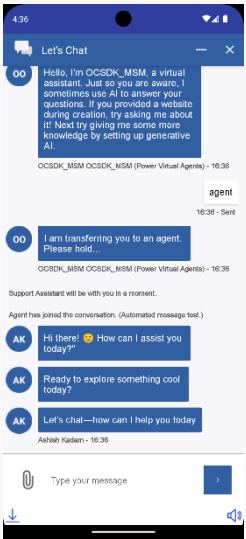
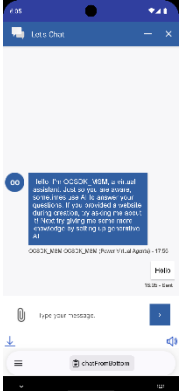| groupMsgs	bool	false	Use this property to group agent and customer messages. Precondition: groupMsgByTimestampOnly set to false

groupMsgB yTimestam pOnly	bool	true	Use this property to group agent and customer messages by timestamp only.

Activity

There are various properties that can be set to Activity Layout.

Name	type	default	description
messagingFooterBackgrou nd	color	# FFFFF F	Set the footer background color
messagingFooterTopBorde rColor	color	#76767 76	Set the footer top border color

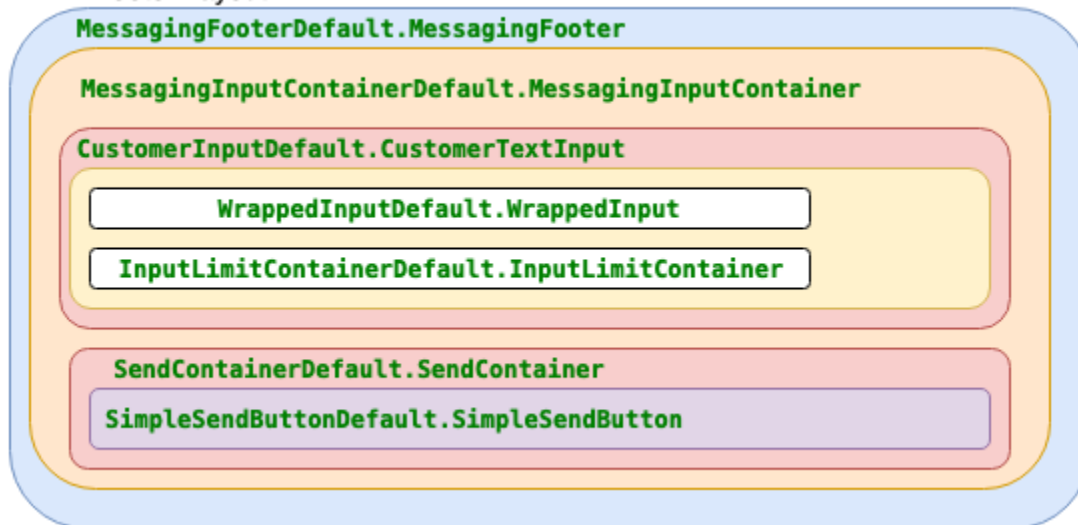| messagingFooterTopBorderSize	dimen	0.5dp	Set the footer top border size
messagingTitleTextColor	color	#ffffff	Set the color of Messaging activity title.
messagingTitleBackground	color	#315fa2	Set the background color of Messaging activity title.
messagingTitlePaddingLeft	dimen	10dp	Set the Messaging Activity Title left padding.
messagingTitleSize	dimen	18sp	Set the Messaging Activity Title text size.
messagingColorPrimaryDark	color	#303F9F	Set the Status bar color.
chatFromBottom	bool	true	Display and render messages from the bottom and push up as new messages arrive. true false
forcePortrait	bool	false	Use this property to force the window to be in portrait mode

Styling Messaging Layout using **style** resource:

In addition to the above properties, SDK also lets you customize Activity layout by overriding the below style classes.
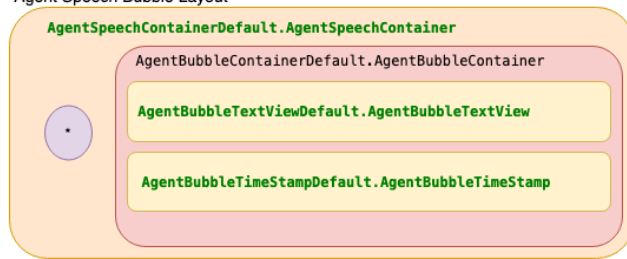
```
<style name="TranscriptContainerDefault.TranscriptContainer">
</style>

<style name="MessagingFooterDefault.MessagingFooter">
    <item name="android:layout_height">150dp</item>
</style>
```

Footer Layout

MessagingFooterDefault.MessagingFooter

MessagingInputContainerDefault.MessagingInputContainer

CustomerInputDefault.CustomerTextInput

WrappedInputDefault.WrappedInput

InputLimitContainerDefault.InputLimitContainer

SendContainerDefault.SendContainer

SimpleSendButtonDefault.SimpleSendButton

Agent Speech Bubble Layout

```
AgentSpeechContainerDefault.AgentSpeechContainer

    AgentBubbleContainerDefault.AgentBubbleContainer

        AgentBubbleTextViewDefault.AgentBubbleTextView

        AgentBubbleTimeStampDefault.AgentBubbleTimeStamp
```

`* AgentSpeechIconDefault.AgentSpeechIcon`

Customer Speech Bubble Layout

```
CustomerSpeechContainerDefault.CustomerSpeechContainer

    CustomerBubbleContainerDefault.CustomerBubbleContainer

        CustomerBubbleTextViewDefault.CustomerBubbleTextView

        CustomerBubbleTimeStampDefault.CustomerBubbleTimeStamp
```
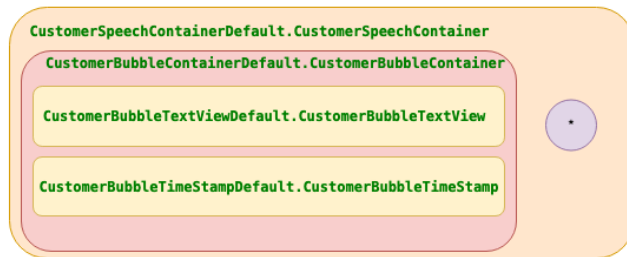
`* CustomerSpeechIconDefault.CustomerSpeechIcon`

Typing Bubble Layout

```
TypingBubbleTextViewDefault.TypingBubbleTextView
```

System Bubble Layout

```
SystemBubbleTextViewDefault.SystemBubbleTextView
```
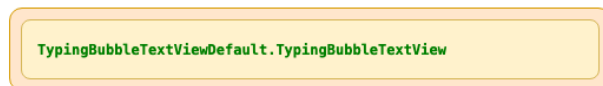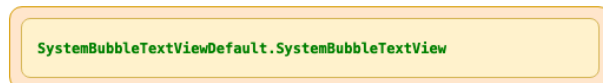
Email Dialog Properties

Use below propeties for customizing Email Dialog view.

Name	type	default	description
dialog_email_title_text_size	dimention	18sp	Set the email dialog title size.

dialog_email_txt_size	dimention	16sp	Set the email address text size.
dialog_email_body_bg	color	#FFFFFF	Set the email dialog background color.
dialog_email_positive_button_text_color	color	#FFFFFF	Set the email dialog Positive Button text color.
dialog_email_negative_button_text_color	color	#FFFFFF	Set the email dialog Negative Button text color.
dialog_email_title_color	color	#000000	Set the email dialog title text color.
dialog_email_title_bg	color	#FFFFFF	Set the email dialog title background color.
dialog_email_title	string	Email this chat transcript	Set the email dialog title.
dialog_email_positive_button_text	string	Submit	Set the email dialog Positive button text.
dialog_email_negative_button_text	string	No thanks	Set the email dialog Negative button text.
dialog_txt_email_hint	string	johnsmith@outlook.com	Set the email address hint text.
dialog_email_body	string	This will be sent after our chat ends.	Set the email dialog description.

dialog_txt_email_error	string	Enter a valid email address	Set the email dialog error text.
email_success	string	Email will be sent after chat ends	Setting the text for the toast displayed email api request is successfull.
email_failure	string	Failed to send Email	Set the text for the toast displayed email api request is failed.

In addition to the above properties, SDK also lets you customize Email dialog by overriding the default styless.

```
<style name="EmailDialogContainerDefault.EmailDialogContainer"></style>

<style name="EmailDialogBodyDefault.EmailDialogBody"></style>

<style name="EmailDialogTitleDefault.EmailDialogTitle"></style>

<style name="EmailDialogContactIconDefault.EmailDialogContactIcon"></style>

<style name="EmailDialogEditTextDefault.EmailDialogEditText"></style>

<style
name="EmailDialogEmailValidationErrorDefault.EmailDialogEmailValidationError"></style>

<style name="EmailDialogButtonContainerDefault.EmailDialogButtonContainer"></style>

<style name="EmailDialogNegativeButtonDefault.EmailDialogNegativeButton"></style>

<style name="EmailDialogPositiveButtonDefault.EmailDialogPositiveButton"></style>
```

Messaging App String Properties

Properties for changing various default strings messages used in the App.

Name	type	default	description
messaging_title	string	Messaging	Sets the action bar title.
messaging_close_text	string	Close	Sets the text of action bar item for closing the messaging session. For this property to have an effect, you must set **showCloseIcon** boolean property to false.
messagingInputText	string	Type your message.	Set the hint text displayed in customer input view.
network_reconnect_message	string	You\'re back online	Connection to network is restored.
network_disconnect_message	string	Network interruption occurred. Reconnecting...	
network_disconnect_notification	string	Unable to connect - Please check your internet connection	Notification when network connection is interrupted
network_reconnect_timeout_message	string	Taking longer than usual to connect.	Notification message changes when it takes longer than a given time (10 sec default)

msg_typing	string	...	Message that is displayed when agent is typing.

Customizing Title Bar

Close:

To replace the default close icon. Add an image drawable with following name to your resource folder

ic_action_close.png. Drawable must be added for all device resolution.

Close action bar menu item can be displayed as either button or as a popup option. By default, it displays as button. To display as popup option, set the below Boolean property to false.

Name	type	default	example
showCloseIcon	bool	true	<bool name="showCloseIcon">false</bool>

Email:

To replace the default Email icon. Add an image drawable with following name to your resource folder

ic_action_mail.png. Drawable must be added for all device resolution.

Use below property to set the visibility of email button.

Name	type	default	example
showEmailIcon	bool	true	<bool name="showEmailIcon">true</bool>

Minimize:

To replace the default, Minimize icon. Add an image drawable with following name to your resource folder

ic_action_minimize.png. Drawable must be added for all device resolution.

Use below property to set the visibility of Minimize button.

Name	type	default	example
showMinimizeIcon	bool	true	<bool name="showMinimizeIcon">true</bool>

Additionally, below property can be used to set the visibility of Minimize button programmatically.

```
LiveChatMessaging.getInstance().hideMinimizeMenuIcon(true/false);
```

Chime:

To replace the default Chime icon. Add an image drawable with following name to your resource folder

ic_stat_volume_off.png. Drawable must be added for all device resolution.

ic_stat_volume_up.png. Drawable must be added for all device resolution.

Use below property to set the visibility of chime button.

Name	type	default	example
showChimeIcon	bool	true	<bool name="showChimeIcon">true</bool>

Logo:

To display a logo image in the title bar, please set the below boolean property to true

Name	type	default	example
showLogoInTitleBar	bool	false	<bool name="showLogoInTitleBar">true</bool>

To replace the default logo image. Add an image drawable with following name to your resource folder

ic_chat_icon.xml.

Title Image:

To display an image as title in the title bar, please set the below Boolean property to true

Name	type	default	example
showTitleImage	bool	false	<bool name="showTitleImage">true</bool>

To replace the default title image. Add an image drawable with following name to your resource folder

ic_title_image.xml.

In addition to the above properties, you can also override the default styles used by the SDK.

```
<style name="ToolbarTitleDefault.ToolbarTitleDefault">
        <item name="""android:gravity">center</item>
</style>


//Use this style class to change the look and feel of messaging toolbar.
 <style name="MessagingToolbarDefault.MessagingToolbar"></style>
```

In addition to **messaging_title** string property, SDK allows you to set a multiline spannable text as title.

Displaying Progress Dialog.

You can choose to display a progress dialog when previous conversation is retrieved. Usually this happens when LiveChatMessagingActivity is restored from minimized state.

Name	type	default	example
showSpinnerInRestore	bool	true	<bool name="showSpinnerInRestore">true</bool>

Displaying Timestamp in transcript bubbles.

SDK allows you to display a timestamp along with the transcript bubbles. Following properties lets you style the time stamp.

Background drawable 🖼️

Name	type	default	example
showTimeStamp	bool	false	<bool name="showTimeStamp">true</bool> Setting this property to true will display time stamp along with transcript bubbles
timestampPadding	dimer	5dp	Use this property to change the timestamp log padding.
agentBubbleTimeStampTextSize	dimen	12sp	Use this property to change agent timestamp log text size.
customerBubbleTimeStampTextSize	dimen	12sp	Use this property to change customer time stamp log text size.
agentBubbleTimeStampTextColor	color	#605e5c	Use this property to change agent time stamp log text color.
alignBubbleTimeStamp	string	right	Use this property to change timestamp log gravity.
bubble_timestamp_format	string	HH:mm	Use this property to change timestamp log format.

In addition to the above properties, SDK also lets you customize timestamp log by overriding the default style.

```
<style name="AgentBubbleTimeStampDefault.AgentBubbleTimeStamp">
      <item name="""android:gravity">center</item>
```
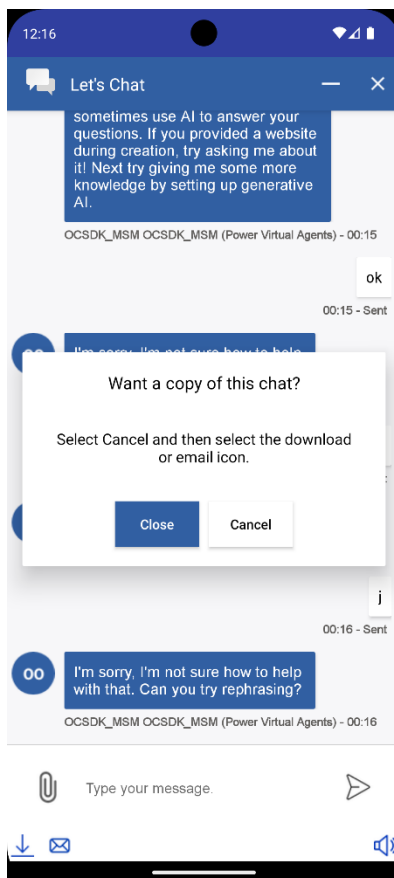
```
</style>

<style name="CustomerBubbleTimeStampDefault.CustomerBubbleTimeStamp">
        <item name=""android:gravity">center</item>
</style>
```

Displaying Backpress Confirmation.

SDK lets you display a back press confirmation dialog when user presses back button.

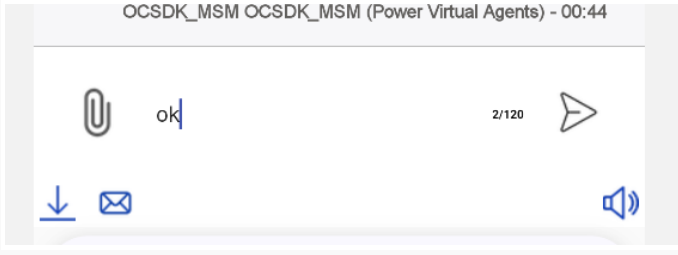| Name	type	default	example
showCloseConfirmation	bool	true	<bool name=" showCloseConfirmation ">true</bool> Setting this property to true will display a confirmation dialog

close_dialog_title_when_email_and_download_enabled	string	Want a copy of this chat?	Use this property to change the confirmation dialog title when email and download icon enabled
close_dialog_subtitle_when_email_and_download_enabled	string	Select Cancel and then select the download or email icon.	Use this property to change the confirmation dialog subtitle when email and download icon enabled
close_dialog_title_when_email_enabled	string	Want a copy of this chat?	Use this property to change the confirmation dialog title when only email icon enabled
close_dialog_subtitle_when_email_enabled	string	Select Cancel and then select the email icon.	Use this property to change the confirmation dialog subtitle when only email icon enabled

close_dialog_title_when_download_enabled	string	Want a copy of this chat?	Use this property to change the confirmation dialog title when only download icon enabled
close_dialog_subtitle_when_download_enabled	string	Select Cancel and then select the download icon	Use this property to change the confirmation dialog subtitle when only download icon enabled
dialog_close_positive_button_text	string	Close	Use this property to change the positive button text
dialog_close_negative_button_text	string	Cancel	Use this property to change the negative button text

Displaying User Input Limit Counter

SDK has a feature which let application to display a character limit counter when responding to virtual agent

Name	type	default	example

limitCustomerInput	bool	false	use this property to turn on the feature.
			OCSDK_MSM OCSDK_MSM (Power Virtual Agents) - 00:44 ok | 2/120
inputCharLimitThreshold	integer	0	Let's configure at what point character limit should display.
inputCharLimt	integer	120	Let's set the maximum character allowed to enter.

In addition to the above properties, SDK also lets you customize Link preview by overriding the default style.

```
<style name="InputLimitTextView.InputTextTextView"></style>
```

```
<style name="InputLimitContainerDefault.InputLimitContainer"></style>
```