

Table of Contents

1.	Introduction	4
1.1	Product Summary	4
1.2	Product Scope	4
2.	User Prerequisites	5
2.1	Network Connection	5
2.2	Internet	6
2.3	User Credentials	6
3.	User Manual	7
3.1	Login into ADA BSP System:	7
3.2	Step 1: Setup your webhook URL in menu	9
3.3	Step 2: Implement Rest API server which able to receive POST/PUT message with these body payload	13

DOCUMENT SIGN OFF				
PREPARER(S):				
Name	Designation			
Miftah Fauzy	Business Analyst			
PEER/MANAGER REVIEWS:				
Name	Designation	Date	Reviewed Status	
Denny Marlis	Solution Architect			
Muhammad Aldirisqi	QA			
Lilik Supriyadi	Dev Ops Lead			
BUSINESS USER APPROVALS:				
Name	Designation	Date	Approval Email	
Ramesh Kumareson	Head of Business Messaging Customer – Customer Engagement Solutions			
Eshwaran Veerabahu	Senior Manager – Business Messaging Products			
Denny Marlis	Solution Architect			
Meka Meidiyanti	QA			
DOCUMENT REVISION HISTORY				
Document Version	Change Summary	Date	Requested By	Updated By

1.0	Initial document	28/10/2022	Denny Marlis	Miftah Fauzy
1.1	Reference and Appendix section has been removed	21/11/2022	Harya Hamza	Miftah Fauzy

1. Introduction

1.1 Product Summary

1.1.1 Objectives

The purpose of this document is to Guide the User of ADA BSP - Webhook for ADA Users (Admin and Operator) and Client Business Users (Admin and Operator) how to operate the ADA BSP Webhook. The document will be updated on an incremental basis, based on the scope to be covered for upcoming sprints.

1.2 Product Scope


1.2.1 In scope document

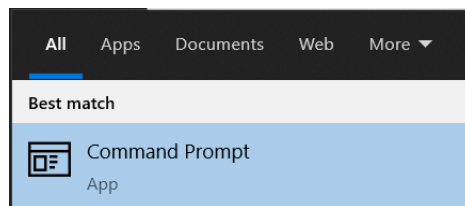
- Webhook
 - Setup Webhook URL ini ADA BSP App Menu
 - Implement Rest API server which able to receive POST/PUT message with these body payload
 - Incoming Message
 - Outgoing Message Status
 - Conversation Start

2. User Prerequisites

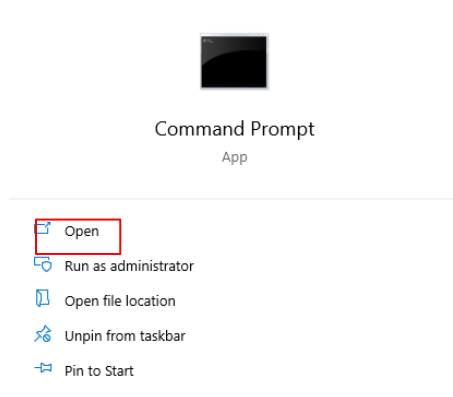
2.1 Network Connection

To use BSP UI Web, basically you need to test your network connection is it working or not. You can check with your network infrastructure with simple tools and simple command, you can see the examples below:

- On the task bar please click search  symbol and type “CMD”, it will show similar like this below:



On the right window, you will find:



Please choose Open, and you will see the similarly like the screen below.

- On the Operating System command line (Windows) “C:\>”, please type “ping google.com” and hit enter

```
C:\>ping google.com

Pinging google.com [172.217.194.139] with 32 bytes of data:
Reply from 172.217.194.139: bytes=32 time=47ms TTL=102
Reply from 172.217.194.139: bytes=32 time=55ms TTL=102
Reply from 172.217.194.139: bytes=32 time=42ms TTL=102
Reply from 172.217.194.139: bytes=32 time=84ms TTL=102

Ping statistics for 172.217.194.139:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
    Approximate round trip times in milli-seconds:
        Minimum = 42ms, Maximum = 84ms, Average = 57ms

C:\>|
```

If you see the show reply like above, then you are ready to go.

1. New User

Please register to ADA Admin to get:

- a. username and password
- b. Company/Channel

2.2 Internet

User should know how to use internet using tools such as browser such as Chrome, Firefox, Microsoft Edge, Opera, etc.

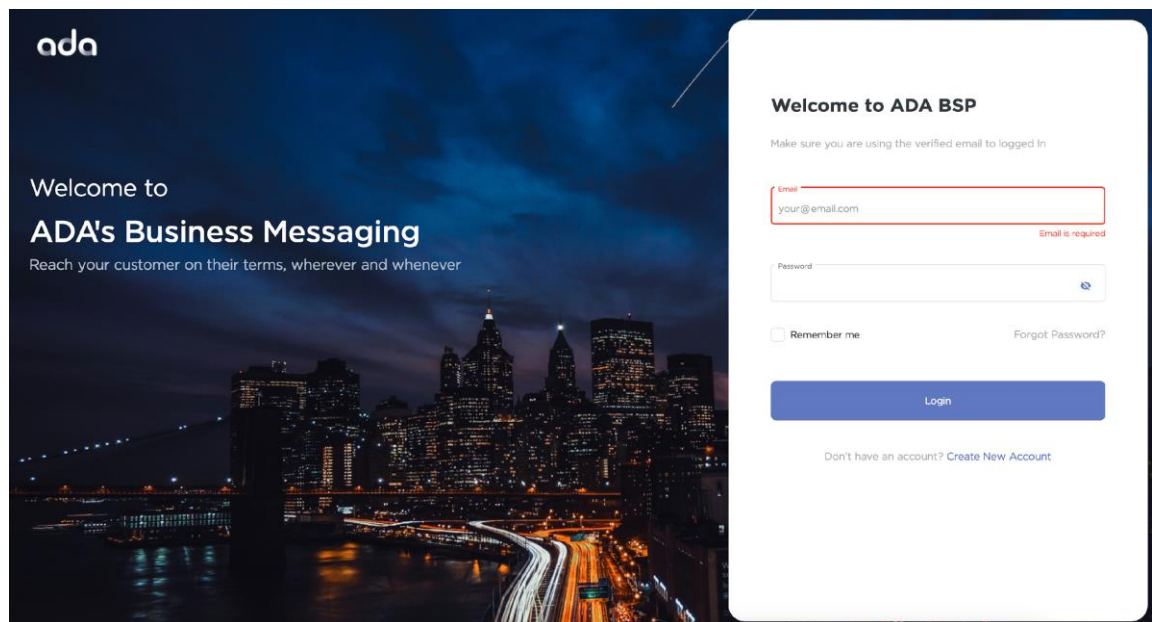
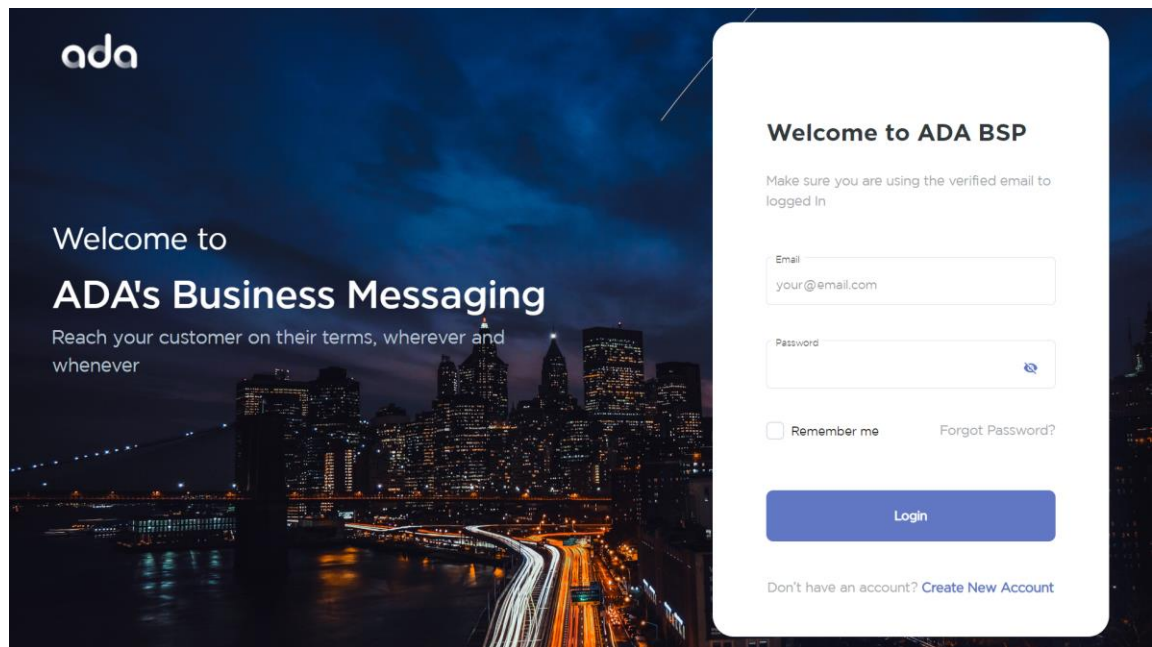
2.3 User Credentials

To be able to use the site/system, each user needs to have a unique credential for accessing. User needs to register first to get that credential.

3. User Manual

3.1 Login into ADA BSP System:

1. Open any browser (current compatibility browser: Chrome, Mozilla, and Microsoft Edge), on the URL box type <https://bizmsgcore.ada-asia.com> and press ENTER.
2. You will be redirected to default ADA BSP Homepage like below:

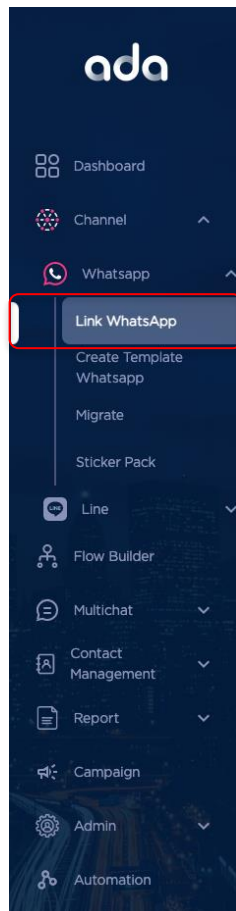


Login using ADA BSP User valid credentials:

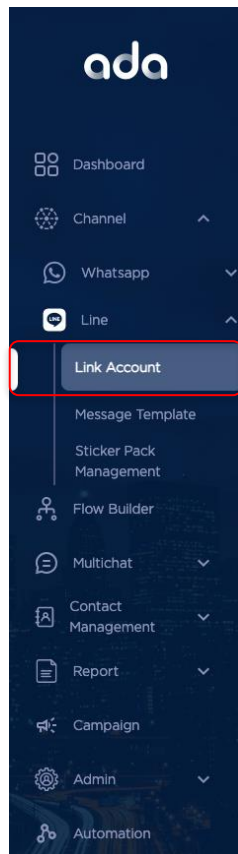
- Username: please input registered user email
- Password: use valid password

3.2 Step 1: Setup your webhook URL in menu









































1. Channel->WA->Link Whatsapp



2. Channel->Line->Link Account



3. Edit your account and put value :

Link WhatsApp							
The following is a list of WhatsApp registered accounts.							
<input type="text" value="Search"/>		Sort By: 📁 Name 🔍 Filter					
<input type="checkbox"/>	Profile Image	Account Name	Account Number	Platform	CoreApp Status	Status	Action
<input type="checkbox"/>		Robi bn	6287876784393	WA	DISCONNECTED	Unverified	<input type="text" value=""/>   
<input type="checkbox"/>		ADA BSP Demo Indonesia	6287800211951	WA	DISCONNECTED	Unverified	<input type="text" value=""/>   
<input type="checkbox"/>		Default 01	94774770844	WA	DISCONNECTED	Unverified	<input type="text" value=""/>   
<input type="checkbox"/>		ADA Testing account	85510212866	WA	DISCONNECTED	Unverified	<input type="text" value=""/>   
<input type="checkbox"/>		Smart	85510212866	WA	DISCONNECTED	Unverified	<input type="text" value=""/>   
<input type="checkbox"/>		sample account	123456	WA	DISCONNECTED	Unverified	<input type="text" value=""/>   
<input type="checkbox"/>		Default	6287800211951	WA	DISCONNECTED	Unverified	<input type="text" value=""/>   
<input type="checkbox"/>		Yan23	94710637510	WA	DISCONNECTED	Unverified	<input type="text" value=""/>   
<input type="checkbox"/>		ADA Testing account	85510212866	WA	DISCONNECTED	Unverified	<input type="text" value=""/>   
<input type="checkbox"/>		ADA BSP Demo 04	94710637510	WA	DISCONNECTED	Unverified	<input type="text" value=""/>   

- Webhook Method : POST / PUT
- Webhook ULR : eq. <https://myserver.com/webhookhandler>

×

Edit Account

Please fill the form below

Account No.*

6287876784393

Website

Email

Address

Description

Webhook Method

POST

Webhook URL

https://myserver.com/webhookhandler

Back

Save

3.3 Step 2: Implement Rest API server which able to receive POST/PUT message with these body payload

1. Incoming Message

Payload example:

1	{ "eventType" : "Message", "platform" : "WA", "accountNo": "6285692428869", "accountName": "Testing Dev QA", "data" : { "id" : "e82d21e3-0dea-459a-945c-7c59a69aca0c", "custNo": "628116823073", "custName": "Denny Marlis", "type": "text", "text": "your text", "timestamp": "2022-10-27 17:53:55" } }
---	---

Description:

eventType	"Message" "MessageStatus" "Conversation"
platform	"WA" "LINE"
data.type	"text" "image" "audio" "video" "document" "sticker" "location"

Notes:

Character "|" means "OR"

2. Outgoing Message Status

Payload example:

1	{ "eventType" : "MessageStatus", "platform" : "WA", "accountNo": "6285692428869", "accountName": "Testing Dev QA", "data" : { "id" : "bfb0c2af-d8ff-4c64-bf02-cf79db6d97d3", "custNo": "628116823073", "custName": "Denny Marlis", "timestamp": "2022-10-27 17:55:07", "status": "delivered" } }
---	--

Description:

id	is the same value with returned value when you call message send
error example	template not exist
	{ "eventType" : "MessageStatus", "platform" : "WA", "accountNo": "6285692428869", "accountName": "Testing Dev QA", }

	<pre> "data" : { "id" : "c8355f21-d535-415f-851c-3a58fa138550", "custNo": "628116823073", "custName": "Denny Marlis", "timestamp": "2022-10-27 17:57:12", "status": "coreapp return error", "detailError": "template_name (ikan_hiu) does not exist in en " } } </pre>
--	--

3. Conversation Start

Payload example:

1	<pre> { "eventType" : "Conversation", "platform" : "WA", "accountNo": "6285692428869", "accountName": "Testing Dev QA", "data" : { "id" : "505681c6-6cb0-4e8a-841e-3cb7ac16721d", "custNo": "6282112325867", "custName": "Manusia", "startTime": "2022-10-27 18:00:53", "type": "user_initiated" } } </pre>
---	---

Description:

data.type	"user_initiated" "business_initiated"
-----------	---

Notes:

Character "|" means "OR"