sendQuick Message API Guide Version 2.0

TalariaX Pte Ltd

76 Playfair Road, #08-01, LHK2 Building

Singapore 367996

E-mail:info@talariax.com

Web: www.talariax.com

Introduction **3**

Application Provisioning **3**

Send Message **4**

Send Message Diagram 4

Send API 4

Send API Response 7

Send Multiple API 8

Send Multiple API Response 11

Receive Message **12**

Receive Message Diagram (with reply) 12

Receive Message Diagram (no reply) 12

Receive Message API 13

Receive Message API Response 14

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Introduction

This document contains details about the sendquick Message API. This API will enable an application to send a message via a social messaging bot or/and SMS.

The current API version supports one type of social messaging service which is WhatsApp Messaging Service. Two types of WhatsApp messages can be sent: 1) Template Message without user initiation and 2) Non-template Message with user initiation and within 24 hours. Every template message needs to be registered and approved.

There are two API for Send Message. **Send API** can be used to send Non-template Message and **Send Multiple API** can be used to send for both Template Message and Non-template Message.

Application Provisioning

Agency will send a request to TalariaX to provision an application. BU needs to provide the following:

1. AgencyID
2. ServiceID
3. Application name
4. Department name
5. Application Type
    a. One way
    b. Two way
    c. Both
6. Application URL (this is required for application types (b) or (c)

Upon successful provisioning, TalariaX will email the details to application administrator containing the following:

1. clientid - unique identifier for application
2. access_token - authentication token for every API request to sendQuick

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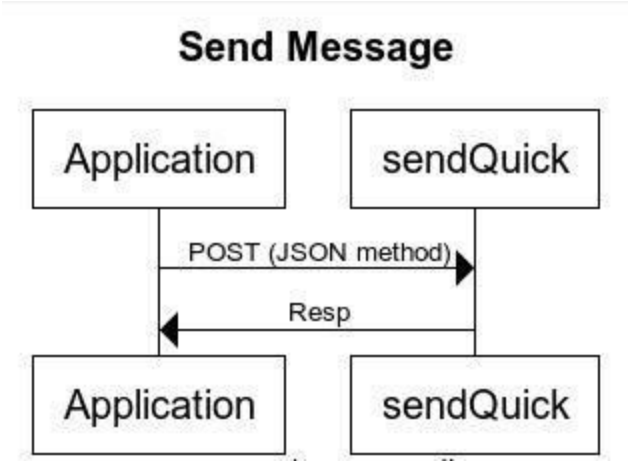
Send Message

Send Message Diagram



Send API

This API can be used to send a single message to one or multiple recipients. The request should use the JSON method.

Parameter	Description	Remarks
mobile_num	This parameter is for the recipient(s) mobile number. To send to multiple recipients, use ‘,’ to separate the numbers.	● Needs to be numeric ● Must have ‘+’ at the start ● Must contain the country code, area code (if available) Example: 1 recipient: +6581234123 Multiple recipients: +6581234123, +6591234123, +6591231933
msg	This parameter is the message content. The string must be URL encoded. Length of message content can be up to 1530 characters (up to 10 sms, each sms	● Can contain alphabets, numbers and special characters ● Must be URL encoded

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	contains 153 characters)	● Must not be empty Example 1: Hello there Example 2: 你好
mode	This parameter is the processing mode for msg. Values can be: ● text (for ASCII) ● utf8 (for unicode/non-ASCII characters)	Example 1: text Example 2: utf8
clientid	This parameter is an identifier for the application. Every application needs to be provisioned beforehand to receive a clientid.	● Can be alphanumeric Example: APPN1234
access_token	This parameter is used for application authentication. Every application needs to be provisioned beforehand to receive an access_token.	● Can be alphanumeric Example: AT123513xrhd91
trackid	This parameter is to identify the request.	● Can be alphanumeric Example: REQ1234
status_url	[Optional] This parameter will contain a URL the system will respond to when the message request has completed processing.	● Must be the full URL ● http://<ip>/<path> Example: http://192.168.1.10/webroot/mymessagestatus.php
priority	This parameter is to set the priority of the message request.	● Needs to be an integer ● 1 = Highest Priority ● 9 = Lowest Priority ● If priority is not set, value will default to 5 Example: 5

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req_type	This parameter is the request type for the message to be sent via SMS or social messaging. ● sms - send via SMS only ● mim - send via MIM first, if it fails, will retry via SMS	Example: mim
dtm	The date and time parameter to send the message. A message can be scheduled to be sent at a later time with this parameter.	Example: 2020-04-1018:00:00
label	This parameter is the caller ID to send the message with.	● Can be alphanumeric Example: CALLER1

Example:

Non-template message

API: http://ip_address/momchat/api/sendmessage.php

```
{
        “mobile_num”:”+6582312311,+6582211213”,
        “msg”:”hello”,
        “mode”:”text”,
         “clientid”:”APPN1234”,
        “trackid”:”REQ0001”,
        “status_url”:”http://192.168.1.10/webroot/mymessagestatus.php”,
        “priority”:5,
        “access_token”:”ABca1923012ncasA”,
        “req_type”:”mim”,
        “dtm”:”2020-04-10 12:00:00”,
        “label”:”Demo”
}
```

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Send API Response

Type	Response
SUCCESS: For single recipient	90000 <mobile_num>:<trackid>
SUCCESS: For multiple recipients	90000 <mobile_num>:<trackid> <mobile_num>:<trackid> <mobile_num>:<trackid> … <mobile_num>:<trackid>
ERROR: Invalid clientid or token	21001
ERROR: Message length	21002
ERROR: Failed operation	20002 <Reason>
ERROR: Invalid label (Caller ID)	20003 Invalid Label

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Send Multiple API

This API can be used to send different messages to one or multiple recipients. The request should use the JSON method.

Parameter	Description	Remarks

recv	A JSON Array in the request containing different sets of mobile_num and msg.
	
	It can also contain template_params when a template is specified. Refer to template and template_params in the table for details
		Example:
		“recv”:[
		{
		“msg”:”Hello there”,
		
		“mobile_num”:”+6591293911”
		“mode”:”text”
		}
		]

mobile_num (part of recv JSON object)	This parameter is for the recipient(s) mobile number. To send to multiple recipients, use ‘,’ to separate the numbers.	● Needs to be numeric ● Must have ‘+’ at the start ● Must contain the country code, area code (if available) Example: +6581234123
msg (part of recv JSON object)	This parameter is the message content. The string must be URL encoded.	● Can contain alphabets, numbers and special characters ● Must be URL encoded ● Must not be empty Example 1: Hello there Example 2: 你好

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mode (part of recv JSON object)	This parameter is the processing mode for msg. Values can be: ● text (for ASCII) ● utf8 (for unicode/non-ASCII characters)	Example 1: text Example 2: utf8
template	If template is specified and is a valid one, a template message will be composed and sent. This is used in conjunction with template_params JSON array specified in recv JSON Object for each recipient. The number of parameters specified must match the number of parameters required in the template message **NOTE:** If template is set, template_params will be used in recv JSON object and msg will be ignored.	Example: iappointment_update_english1
template_params (part of recv JSON object)	If template is specified, template_params need to be set. Number of parameters must match the number required in the template.	Example: “template_params”:[“Lim Ah Boy”, “12:30PM this Saturday”, “Please bring your identification”]
clientid	This parameter is an identifier for the application. Every application needs to be provisioned beforehand to receive a clientid.	● Can be alphanumeric Example: APPN1234

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access_token	This parameter is used for application authentication. Every application needs to be provisioned beforehand to receive an access_token.	● Can be alphanumeric Example: AT123513xrhd91
trackid	This parameter is to identify the request.	● Can be alphanumeric Example: REQ1234
status_url	[Optional] This parameter will contain a URL the system will respond to when the message request has completed processing.	● Must be the full URL ● http://<ip>/<path> Example: http://192.168.1.10/webroot/mymessagestatus.php
priority	This parameter is to set the priority of the message request.	● Needs to be an integer ● 1 = Highest Priority ● 9 = Lowest Priority ● If priority is not set, value will default to 5 Example: 5
req_type	This parameter is the request type for the message to be sent via SMS or social messaging. ● sms - send via SMS only ● mim - send via MIM first, if it fails, will retry via SMS	Example: mim
dtm	The date and time parameter to send the message. A message can be scheduled to be sent at a later time with this parameter.	Example: 2020-04-10 18:00:00
label	This parameter is the caller ID to send the message with.	● Can be alphanumeric Example: CALLER1

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Non-template message

API: http://<ip_address>/momchat/api/sendmessage.php

```
{
        “recv”:[
                {“msg”:”hello”,“mobile_num”:”+6582312311,”mode”:”text”},
                {“msg”:”你好”,“mobile_num”:”+6596712311”,”mode”:”utf8”}
        ],
        “clientid”:”APPN1234”,
        “trackid”:”REQ0001”,
        “status_url”:”http://192.168.1.10/webroot/mymessagestatus.php”,
        “priority”:5,
        “access_token”:”ABca1923012ncasA”,
        “req_type”:”mim”,
        “dtm”:”2020-04-10 12:00:00”,
        “label”:”Demo”
}
```

Template message

API: http://<ip_address>/momchat/api/sendmessage.php

```
{
        “recv”:[
                {
                        “template_params”:[“Lim Ah Boy”,”Saturday 2pm”, “Bring IC”],
                        “mobile_num”:”+6582312311”,
                        ”mode”:”text”
                },
                {
                        “template_params”:[“Lim 你好”,”Friday 10am”, “Bring IC”],
                        “mobile_num”:”+6591312311”,
                        ”mode”:”utf8”
                }
        ],
        “template”:”iappointment_update_english1”,
        “clientid”:”APPN1234”,
        “access_token”:”ABca1923012ncasA”,
        “trackid”:”REQ0002”,
        “status_url”:”http://192.168.1.10/webroot/mymessagestatus.php”,
        “priority”:5,
```

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```
        “req_type”:”mim”,
        “dtm”:”2020-04-10 12:00:00”,
        “label”:”Demo”
}
```

Send Multiple API Response

Type	Response
SUCCESS: For single recipient	90000 <mobile_num>:<trackid>
SUCCESS: For multiple recipients	90000 <mobile_num>:<trackid> <mobile_num>:<trackid> <mobile_num>:<trackid> … <mobile_num>:<trackid>
ERROR: Invalid clientid or token	21001
ERROR: Message length	21002
ERROR: Failed operation	20002 <Reason>
ERROR: Invalid label (Caller ID)	20003 Invalid label

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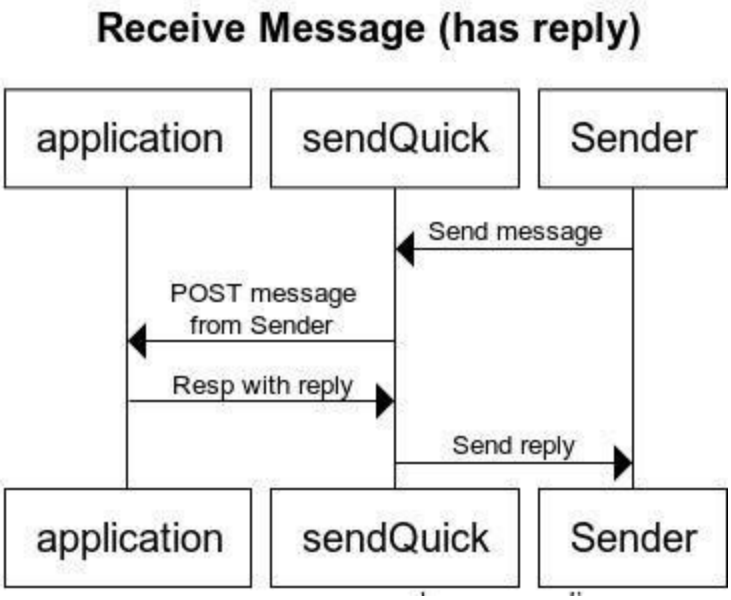
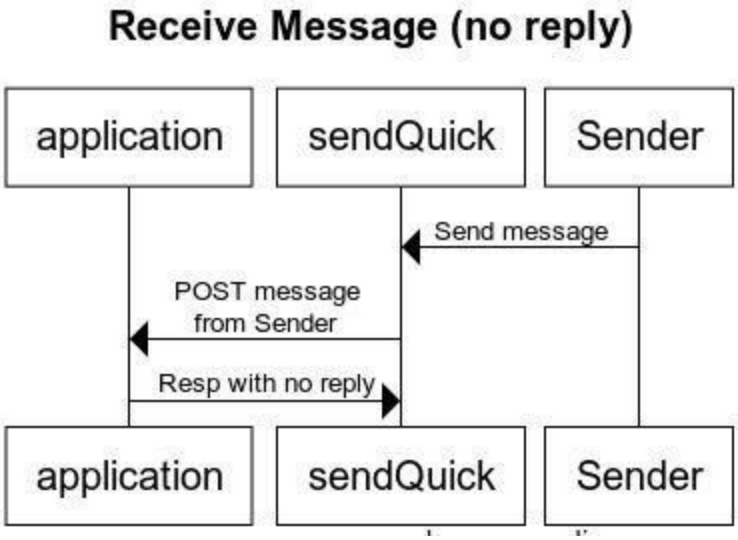
Receive Message

This section is for incoming messages. sendQuick will post to the application registered in sendquick via its application API. The receiving script should accept the following parameters:

Receive Message Diagram (with reply)



Receive Message Diagram (no reply)



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Receive Message API

The request will use the JSON method. The application URL to send the POST request will be mapped to the application via the clientid in sendQuick.

Parameter	Description
mobile_num	The mobile number associated with the sender.
msg	The content of the message.
dtm	The date and time of message received.
mode	The character set of the content. ● text - for ASCII message ● utf8 - for unicode message
clientid	A unique identifier to identify the application.
trackid	A unique identifier to associate with the incoming message. This can act as a reference number.
keyword	This is the first word of the message content which determines which application to route to. A keyword will be mapped to an application via its clientid and stored in sendQuick. This keyword is globally unique across all departments.

Example:
API: http://192.168.1.20/clientapi_path/example_receive.php

```
{
        “in_msg”:{
                “mobile_num”:”+6591231212”,
                “msg”:”TechDept Hello from sender”,
                “dtm”:”10/04/2020 12:00:00”,
                “mode”:”text”,
                “clientid”:”APPN1234”
                “trackid”:”SEN12388192”,
                “keyword”:”TechDept”
        }
}
```

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Receive Message API Response

Parameter	Description
trackid	The same unique identifier that was set in the request.
status	Status of request ● 20000 - Successful ● 20002 - Failed
msg	[Optional] If a reply to sender is required, this parameter needs to be set.
mode	[Optional] The character set of the message content. If the msg field is set, this field should also be set. ● text - for ASCII message ● utf8 - for unicode message
dtm	Date & time of response
req_type	[Optional] Value should be one of the following ● sms - send via SMS only ● mim - send via MIM first, if it fails, will retry via SMS

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