

Albi Bot WhatsApp

Albi Bot WhatsApp is an extension that allows the end user to interact with Aranda Service Management ASMS from the environment of the WhatsApp mobile application and WhatsApp Web, from the Bot you can categorize cases for creation, list the last ten cases associated with the user who interacts with the Bot and consult cases by entering a search criterion.

Prerequisites

Prerequisites

For the correct functioning of the Bot, the client must have:

- An App created in your Meta Developer account (This document explains how to do the basic creation and configuration of this app.)
- It is the responsibility of the customer to assume the costs related to the use of WhatsApp and/or Meta services, without generating any commitment with Aranda Software.
- Aranda Software will not provide access or service contracts related to WhatsApp.
- Know the terms and conditions and identify the costs associated with using the service. If you have specific questions about costs, please refer to the following link <https://developers.facebook.com/docs/whatsapp/pricing/>
- Aranda Service Management minimum version 9.4.1.30 with database 9.5.30, as an Aranda cloud service, or on-premise installation.
 - A named user in Aranda Service Management for the connection to the Bot.
 - The Aranda environment that connects to the Bot must be under a public domain with a secure protocol (SSL/https) mandatory.
 - Connection (via the Internet) to the domain "arandasoft.com".
 - Users in the Database must have the mobile phone number (MOBIL) stored with the country code, for example, for Colombia 573333003030 and this number must be unique per user.
 - Users in the Database must have a unique email account.

Meta App Settings, ASMS, and Bot Environment

Creating and Configuring the App in Meta Developers

To create and configure the Meta App, you must log in to the [Portal de Facebook](#) with the account in which the application will be hosted and follow the steps below:

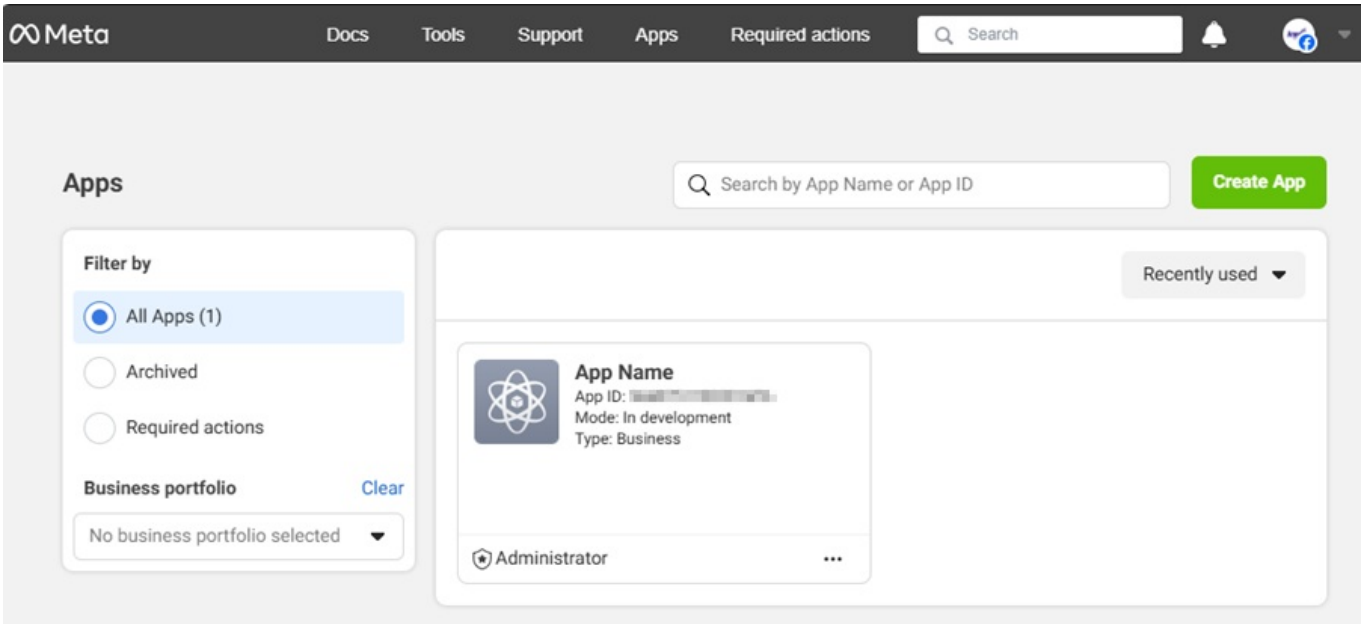
1. To create an app, you must be registered as a Meta developer and signed in to Meta for Developers. Visit [Create Meta Developer Account](#) and follow the prompts. If you already have the registration, you can move on to the next step.

Create Business-type Meta App

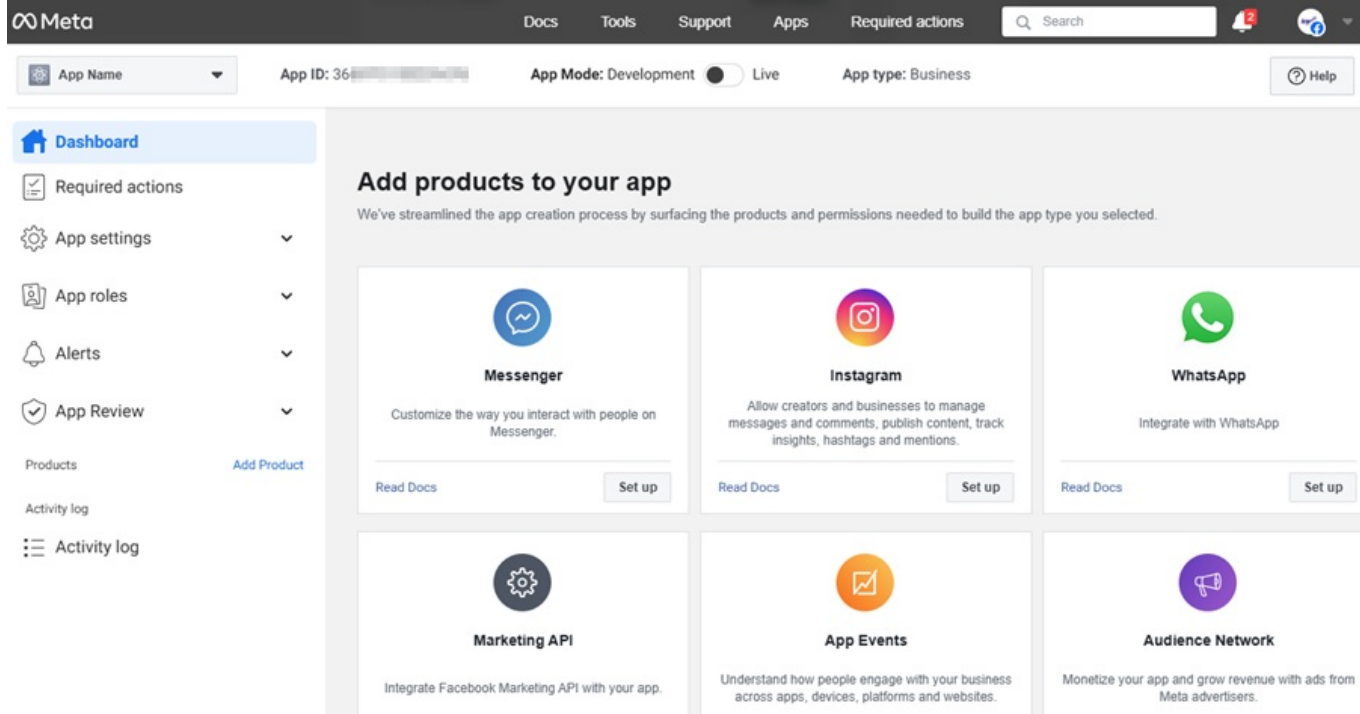
2. The creation of a Business (Enterprise) type application is required. To create the application, click on the following link: [Create app](#) and follow the prompts

WhatsApp integration with Meta App

3. For configuration and integration with WhatsApp product, enter the console [Meta for Developers](#), select the application created in the previous step.

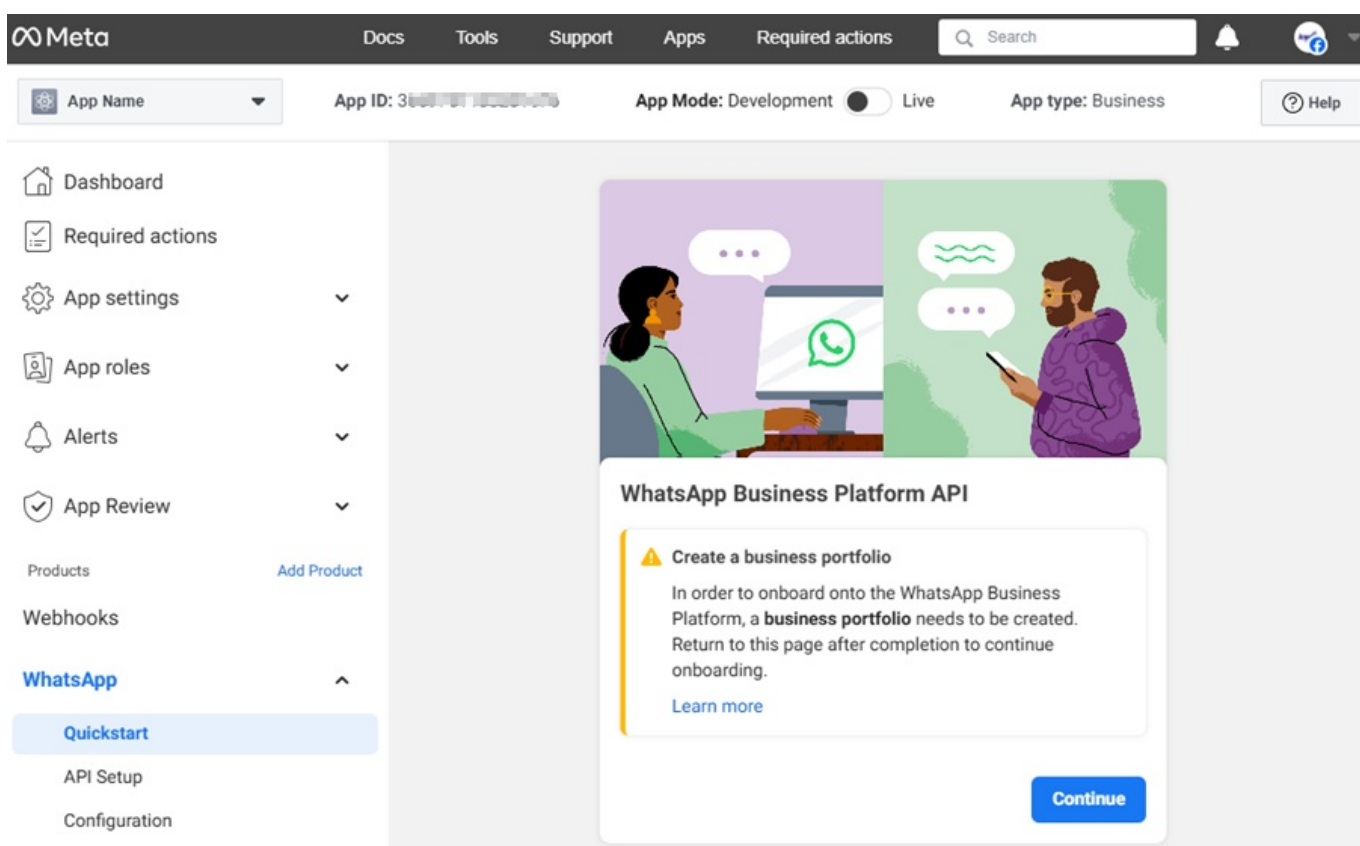


4. Select the Products option from the Main Menu (Add Product); In the information view you can view the application WhatsApp, click the Configure.



⌵ Note: In the link Read documents You will be able to access relevant product information such as general information, prices, conditions and policies, among others.

5. In the WhatsApp Quick Launch section, under the WhatsApp Business Platform API Click the Continue, to create a commercial portfolio on Meta, with which it will be possible to test with five phone numbers; This document will indicate how to associate a number which can be from the company or the one that the client has for this purpose. [See add customer number](#). If you already have a trading portfolio, you can advance to [Step 9](#).



6. In the Create your business portfolio form in Business Manager, fill in the requested information. Click the Send.

×

Create your business portfolio in Business Manager

Your business and account name

This should match the public name of your business since it will be visible across Facebook. It can't contain special characters.

Jasper's Market

Your name

Enter your first and last name separated by a space

Your business email

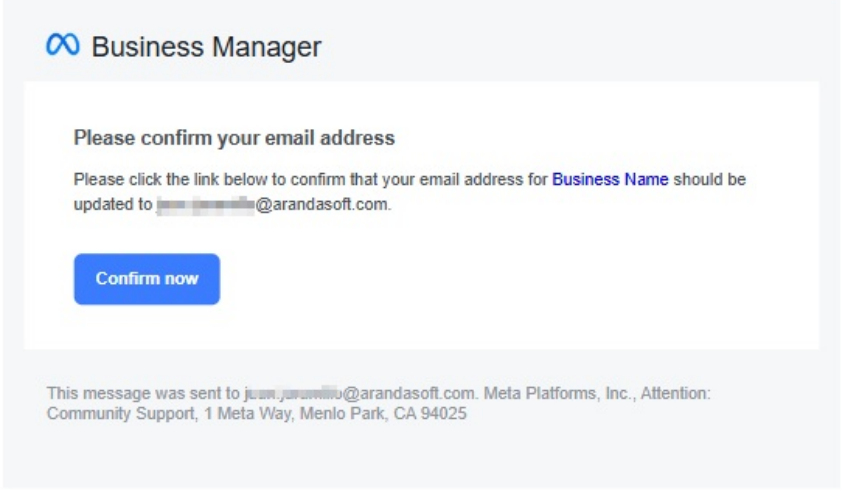
This should be an email you use to conduct company business. We'll send an email to verify it. You'll also receive communications regarding your business portfolio at this email.

email

When you add people to your business, your name and business email will be visible to them.

Submit

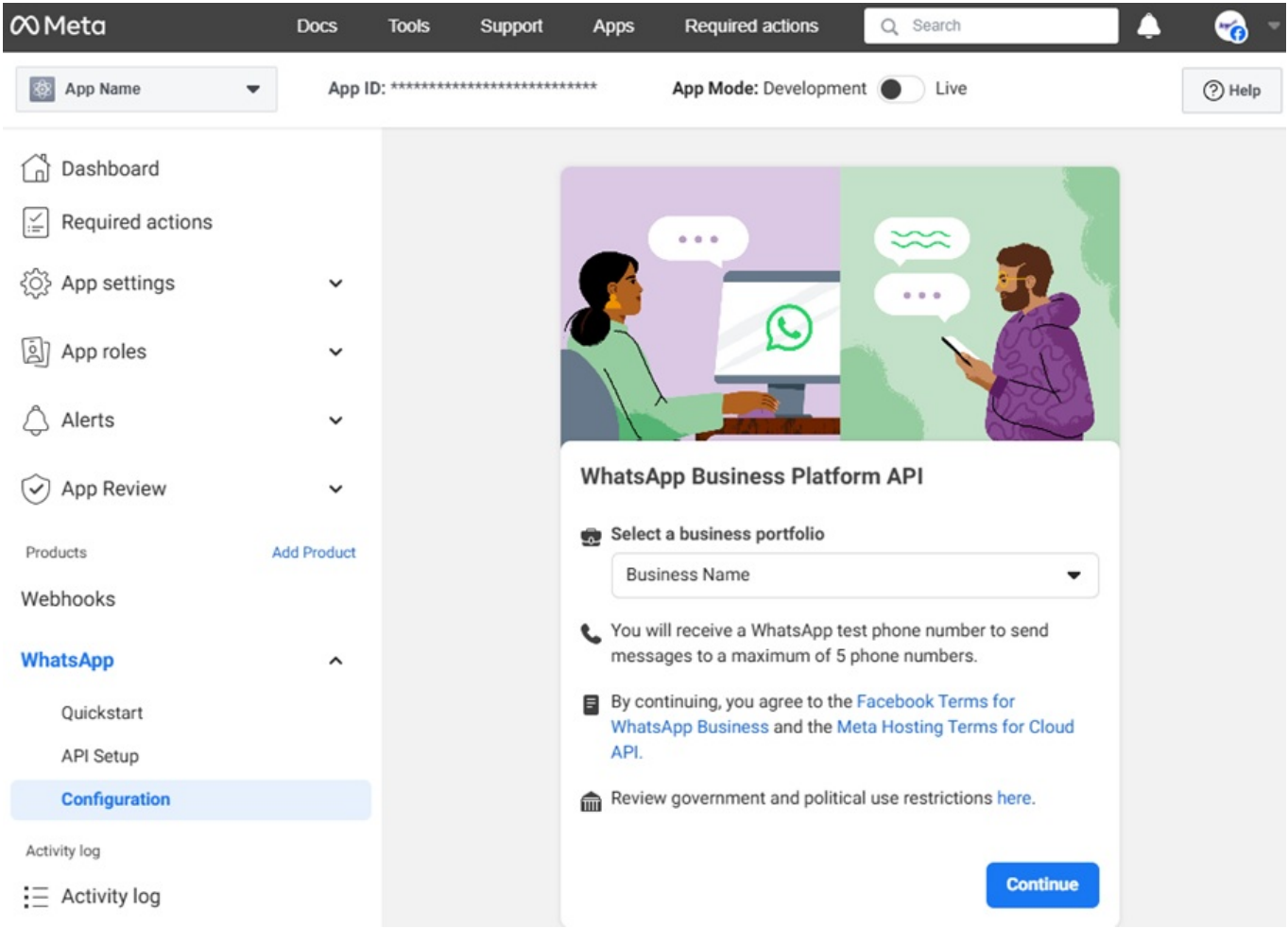
7. A message arrives at the configured email account to confirm the account. Click the Confirm Now and you will be able to view a confirmation message.



8. The user receives an email with the instructions to carry out the verification of the business (specific to each organization). From this point on, you can send messages to more phone numbers.

Note:
No business validation is required to proceed with the application setup.

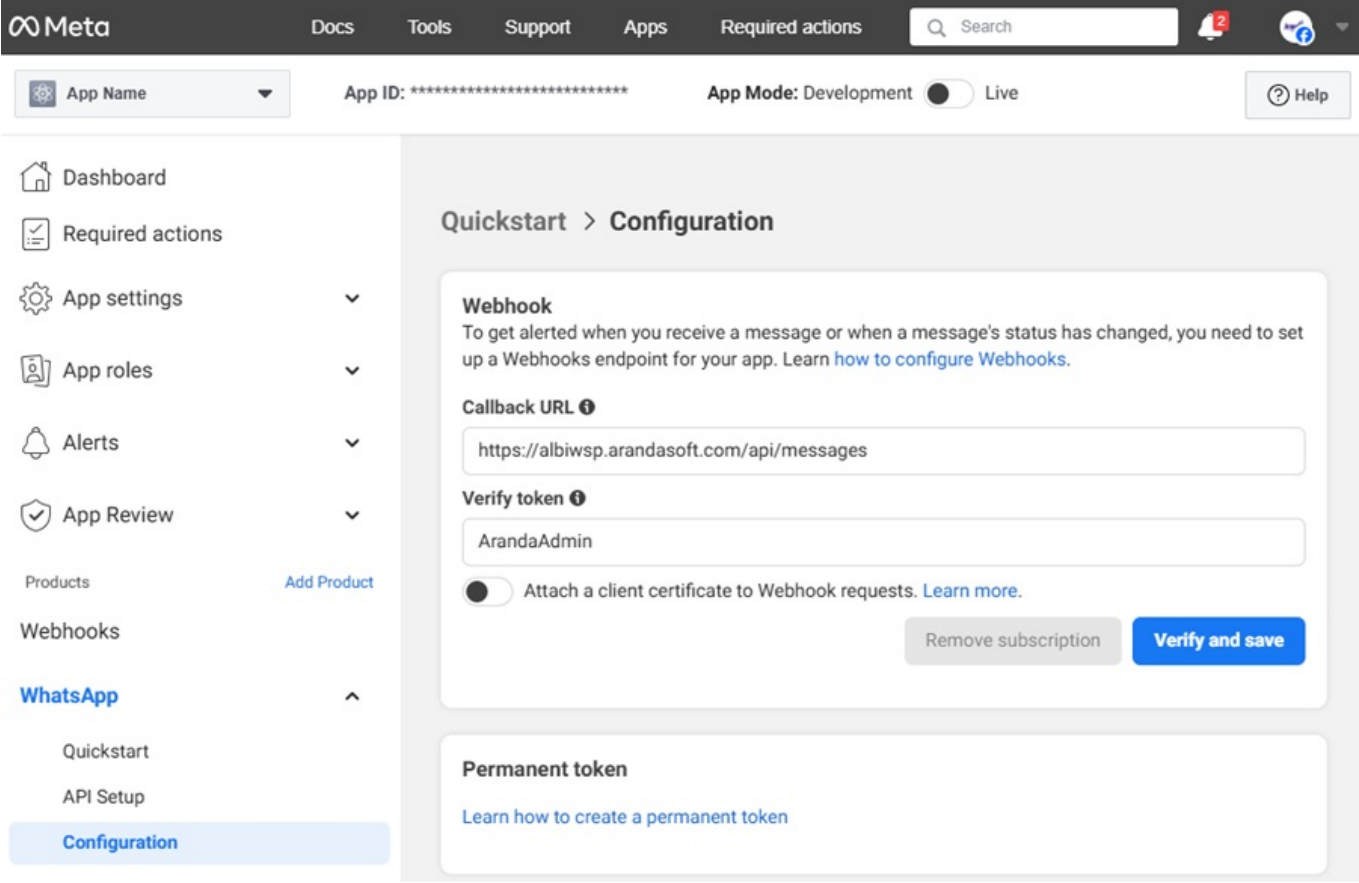
9. Log in again to [Meta for Developers](#), select the created application. In the WhatsApp Select the option Configuration, within the WhatsApp Business Platform API, are listed in the business portfolios, select one from the list. Then, click the Continue.



10. In the Webhook, fill in the requested fields with the following information:

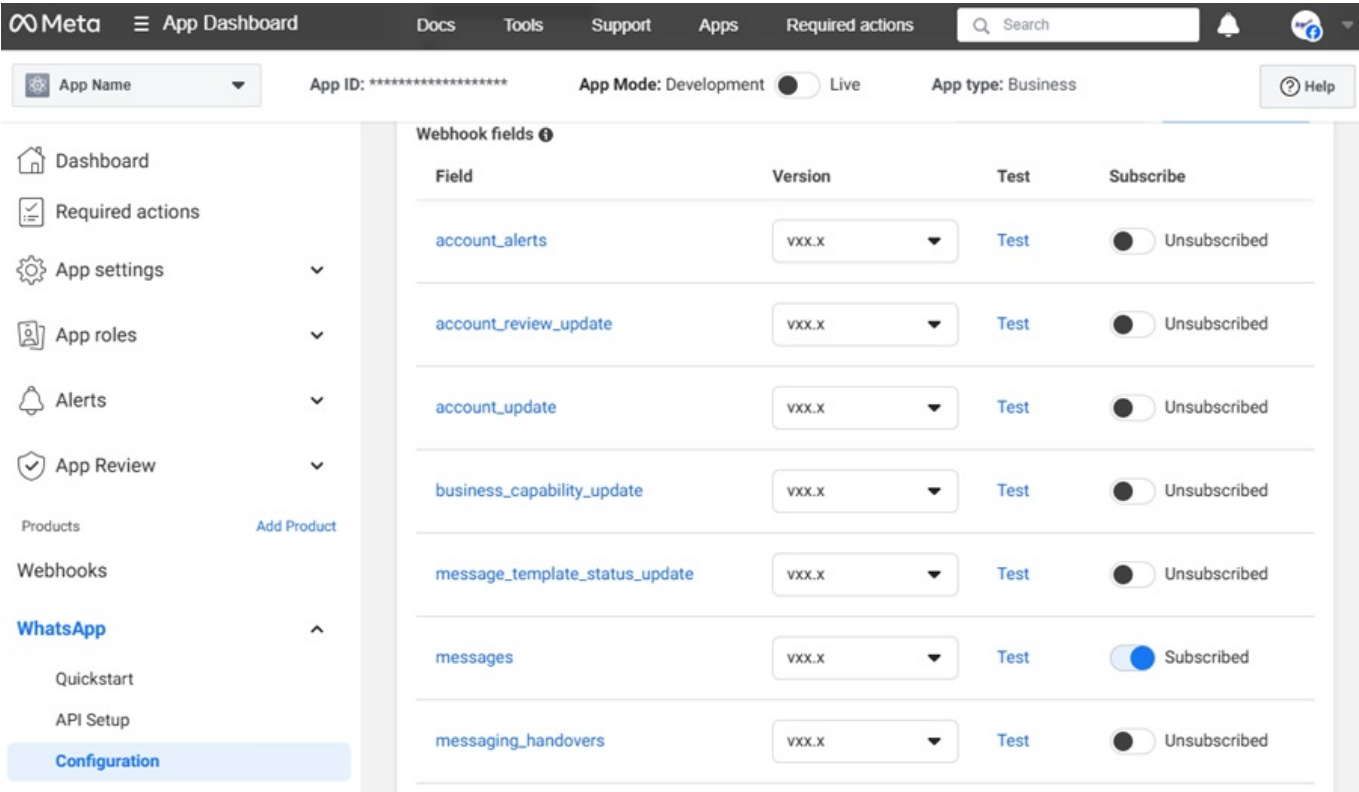
Field	Description
Callback URL	The URL for the WhatsApp API callback is configured: https://albiwsp.arandasoft.com/api/messages .
Verification ID:	ArandaAdmin

Click the Verify and Save.



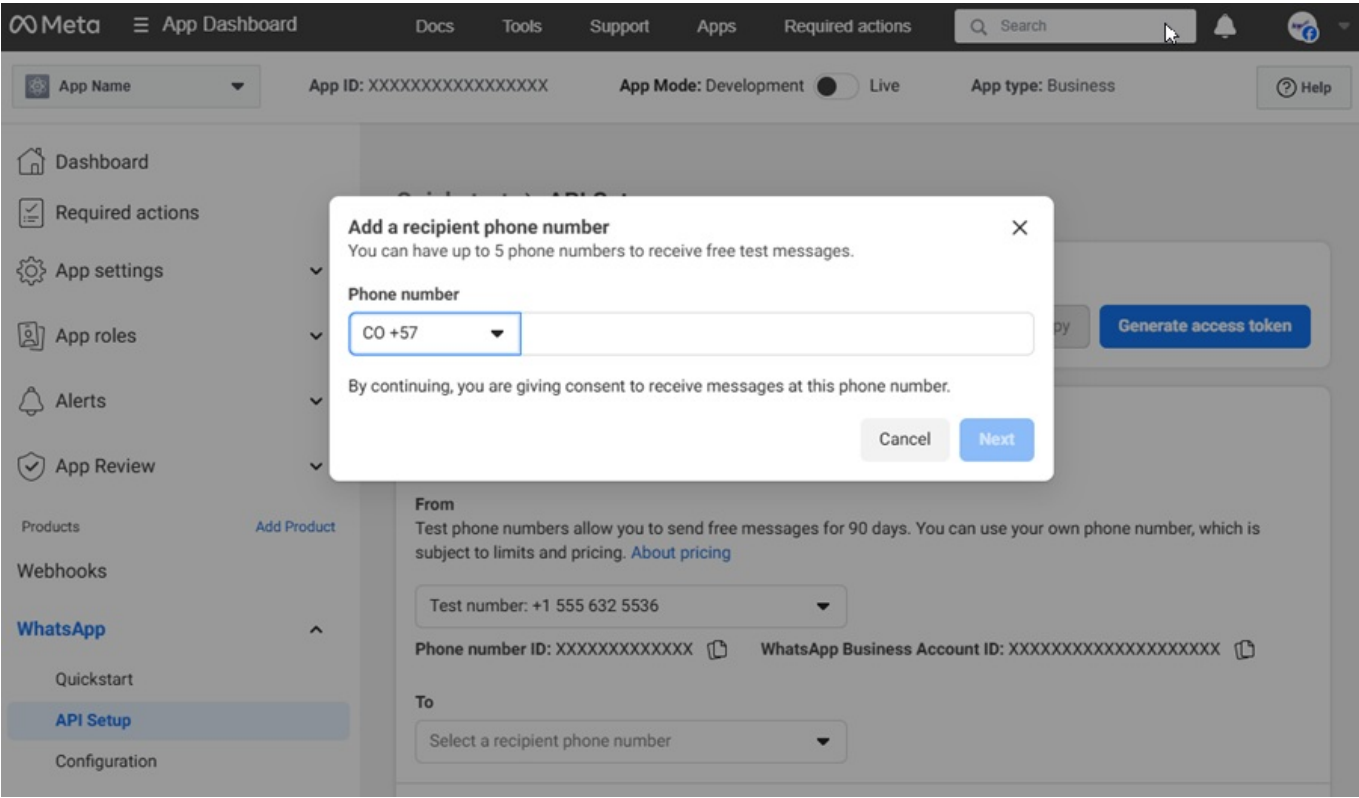
⚠ Note: If the customer has their own implementation of the Bot, in the Callback URL you must enter the domain's own URL replacing albiwsp.arandasoft.com with your own domain, then click on the Verify and save.

11. In the Webhook Fields You will be able to view the list of fields. Search the field Message and enable the subscription by activating the checkbox.



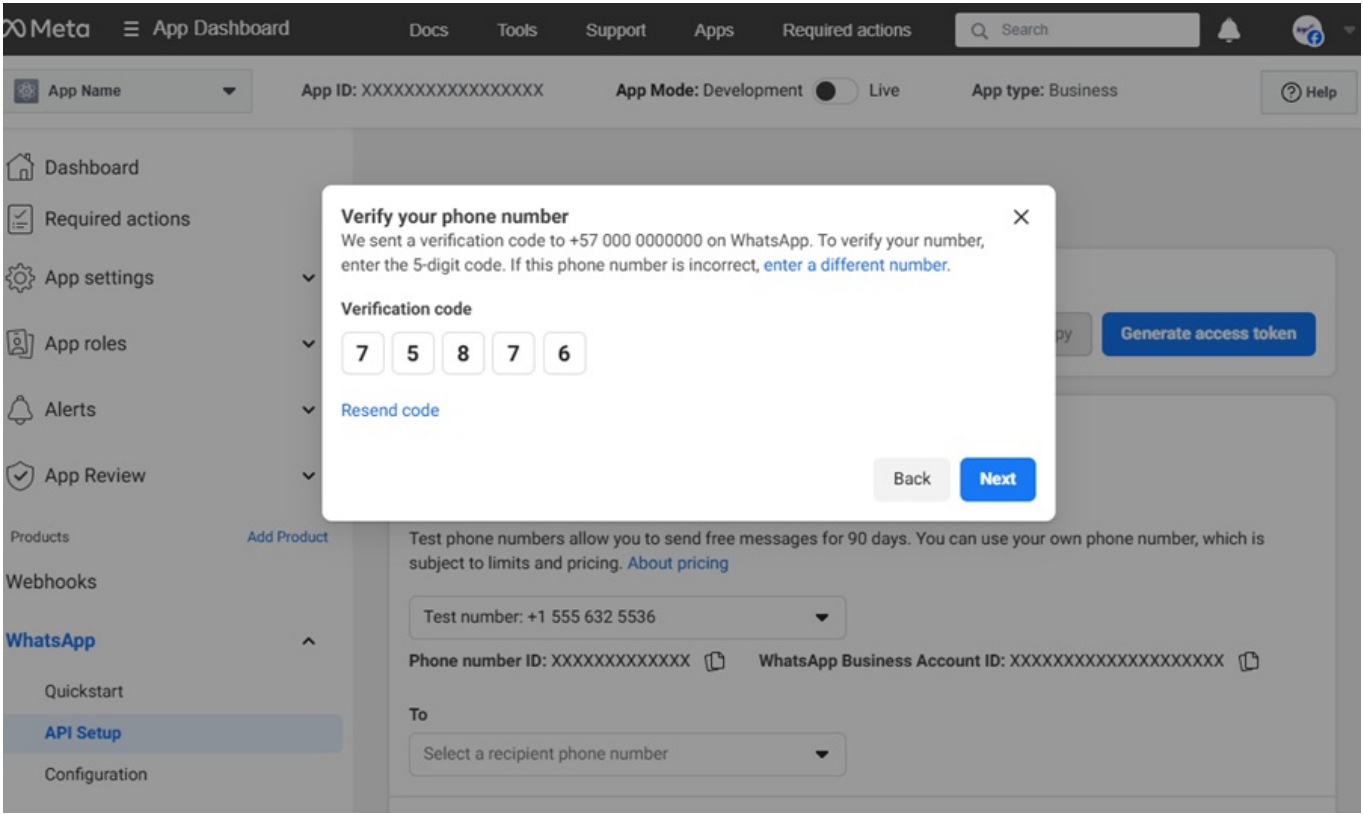
Add Test Number

12. In the WhatsApp section, select the API Configuration and in the Send and receive messages Step 1: Select phone numbers Select the field For and click on the Manage Phone Number List; in the window Add a recipient's phone number Select the country code, enter the phone number and click the Following.



13. WhatsApp Business sends a verification code to the WhatsApp of the added cell phone number; in the window Verify your phone number Enter the appropriate code and

click the Following.

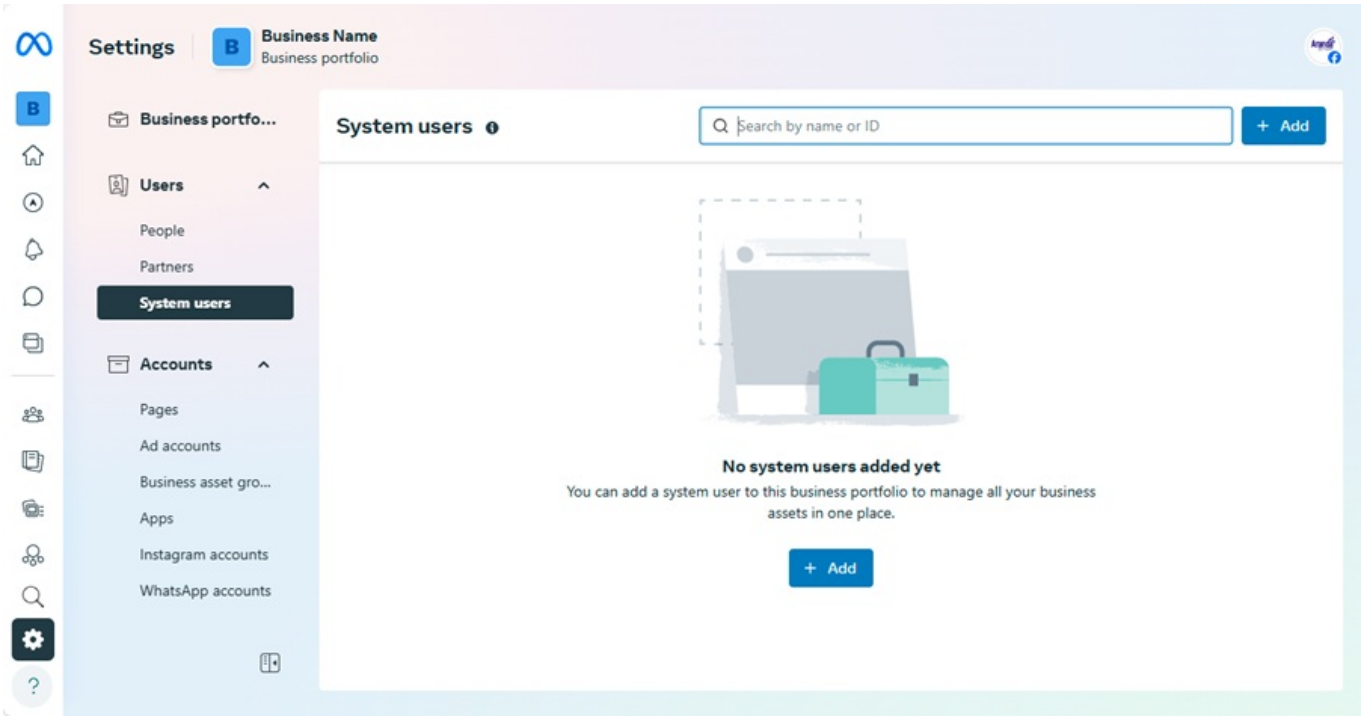


ⓘ Note: Up to a maximum of 5 phone numbers can be added, which will be used for testing before adding the customer’s own number.

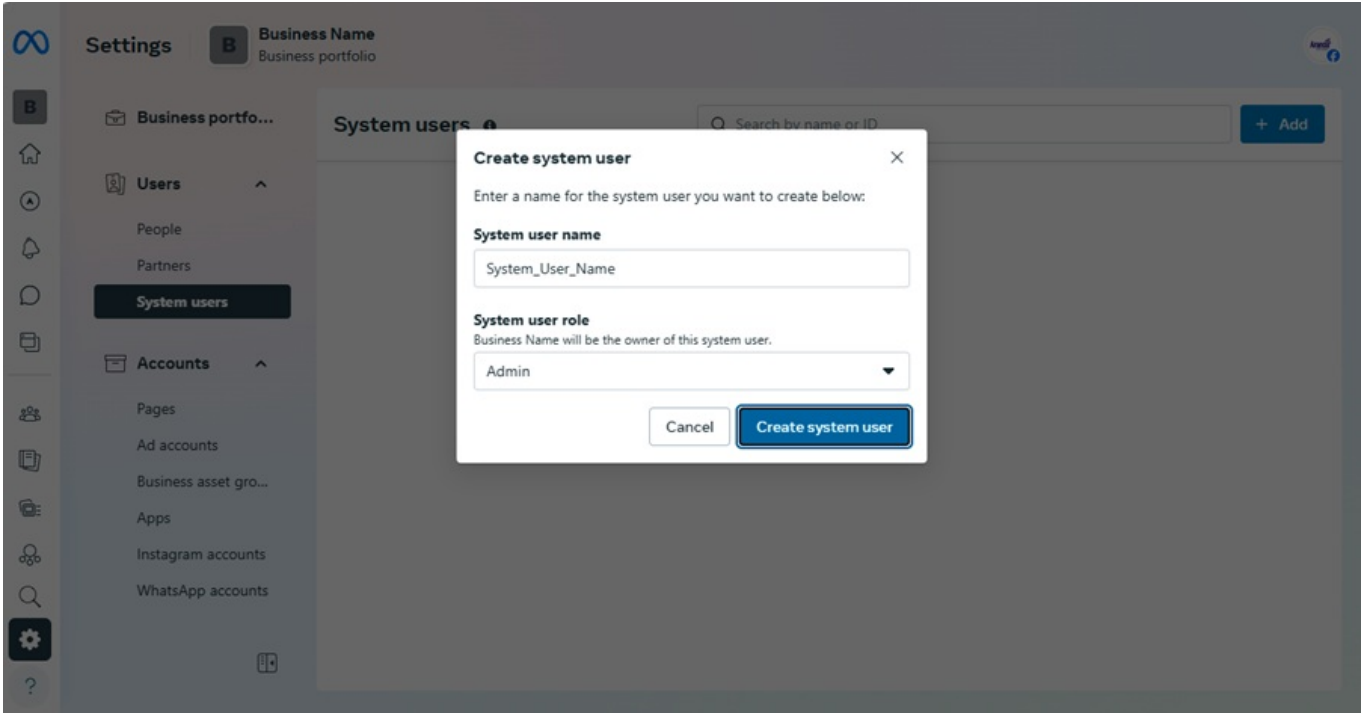
Setting Permanent token in the Meta app

To continue with the configuration of the Meta Application, a permanent token must be generated which can be configured by entering [Business Setup](#), where relevant information such as the business configuration and the name of the application being configured will be displayed.

1. For token configuration, log in to the Meta console in the Business Settings section Users from the Main Menu select the option System Users; Click the Add

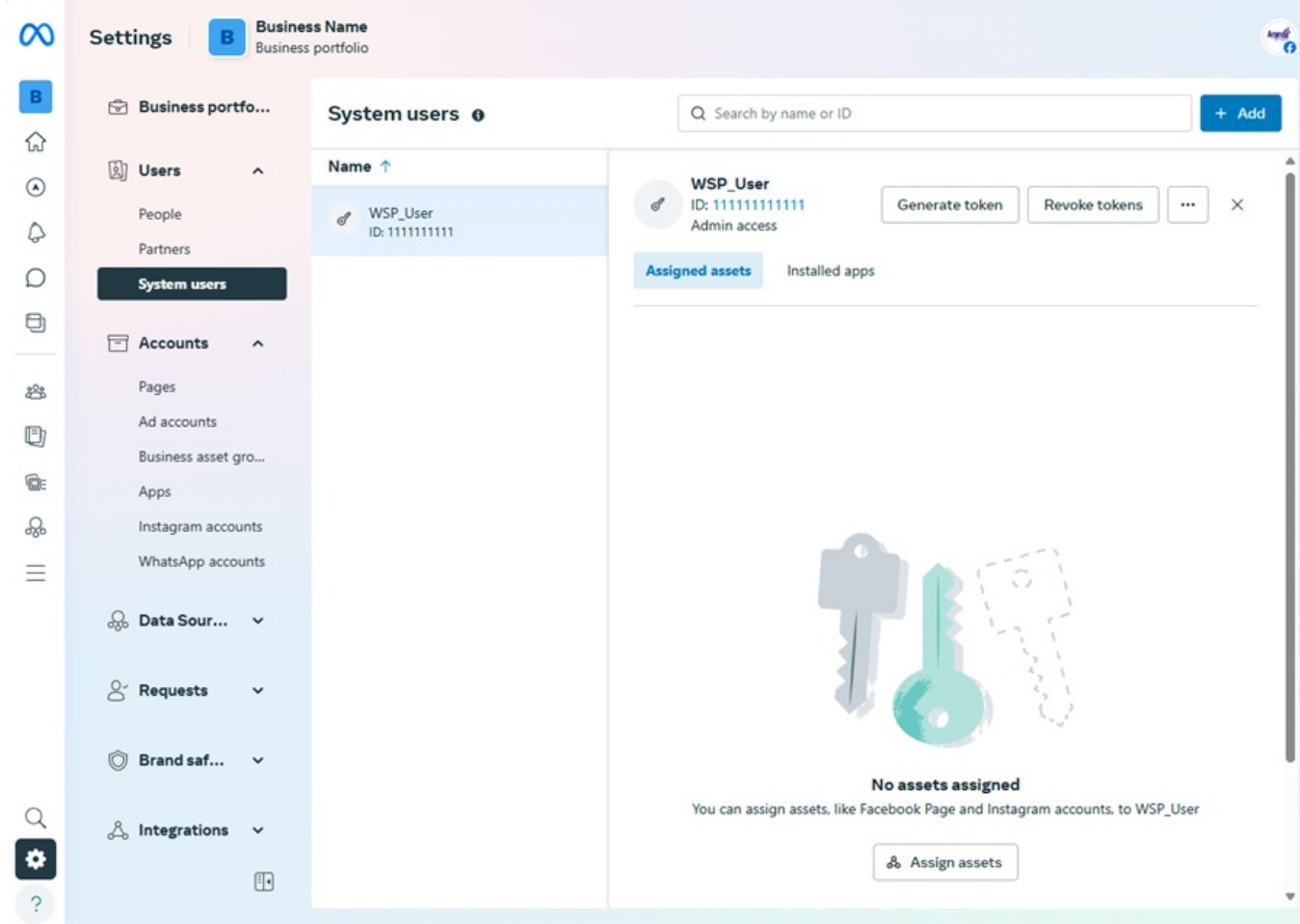


2. The window is enabled Create System User Enter a username and assign the role Administrator; Click the Create System User.



Add App

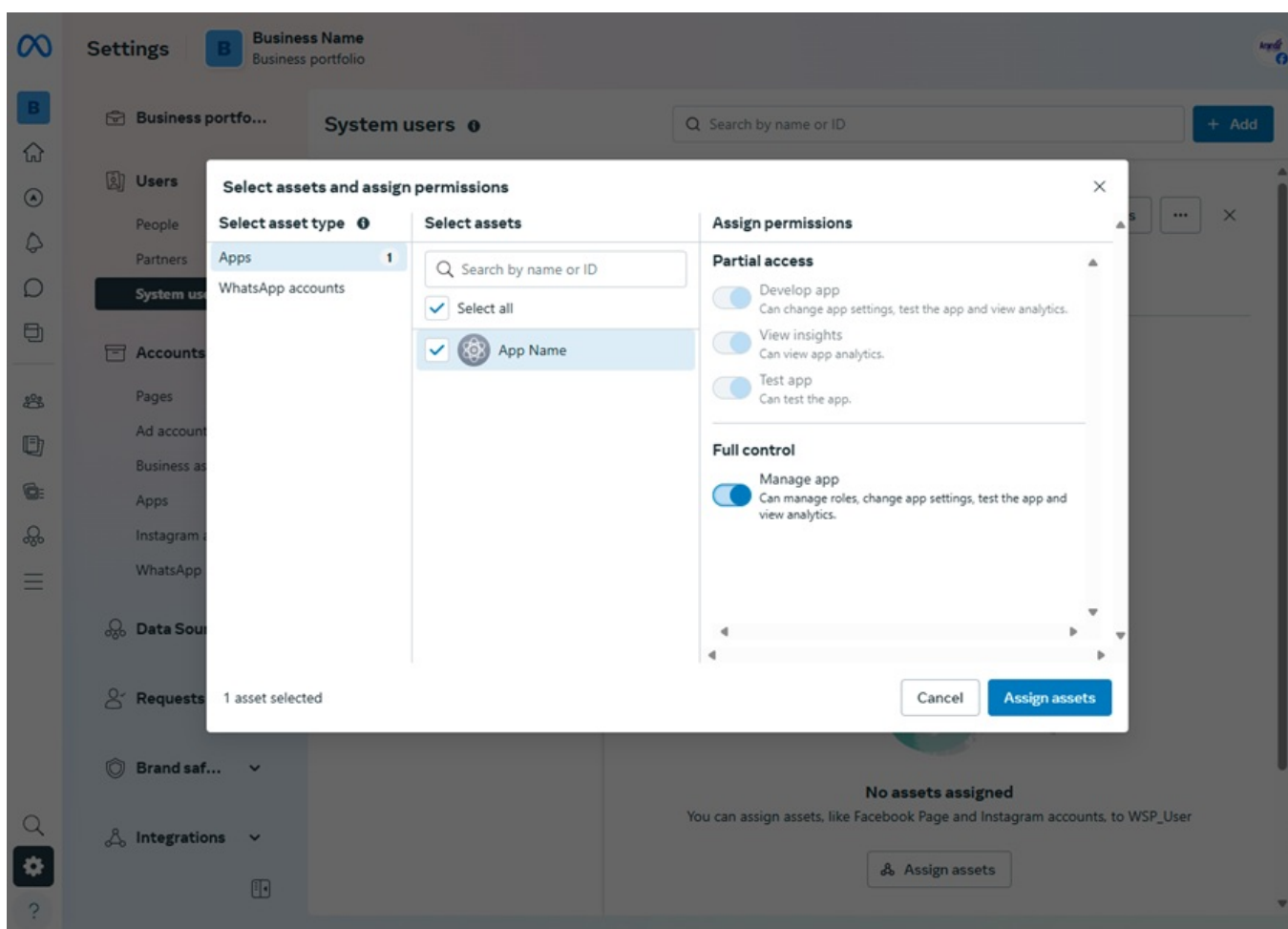
3. Once the System Administrator user has been created, they will appear in the list of System Users. Click the system user's name to display the overlay image of the asset mapping. Click the Assign assets to display the Select Assets and Assign Permissions window.



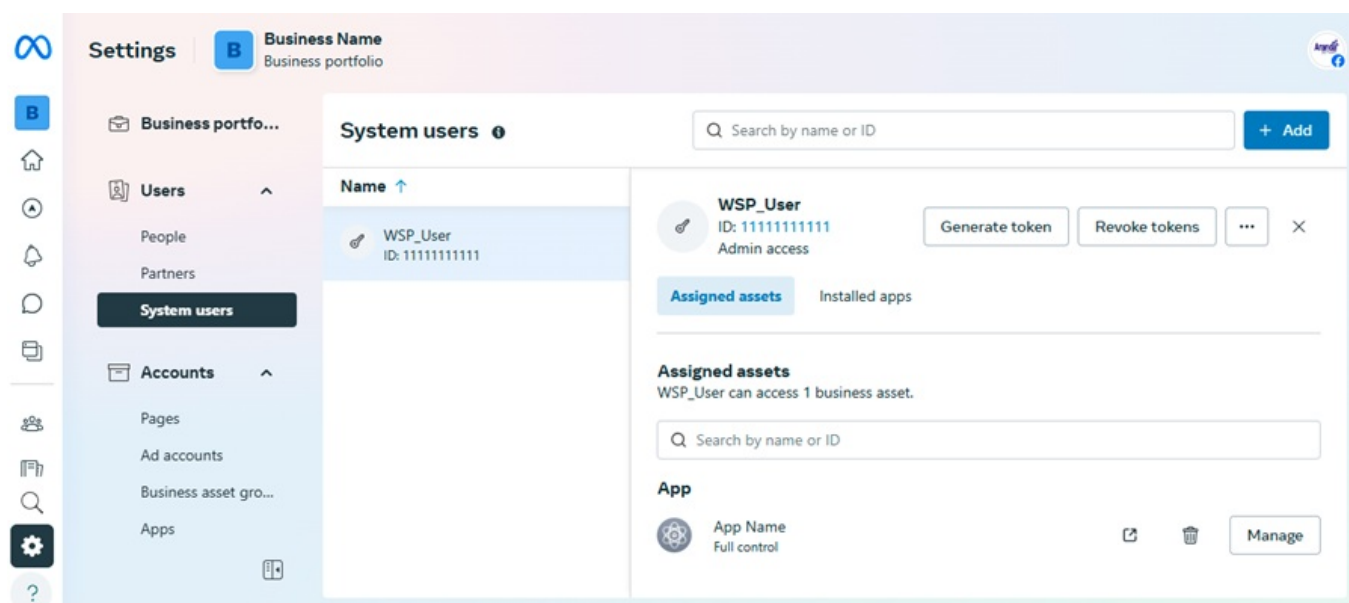
4. The window is enabled Assign Assets to User Name where you can configure the following information:

- In the Select Asset Type section, select the Applications.
- In the Select Assets section, turn on the Check for the name of the app being configured.
- In the Application section, activate the check Full Control Manage App.

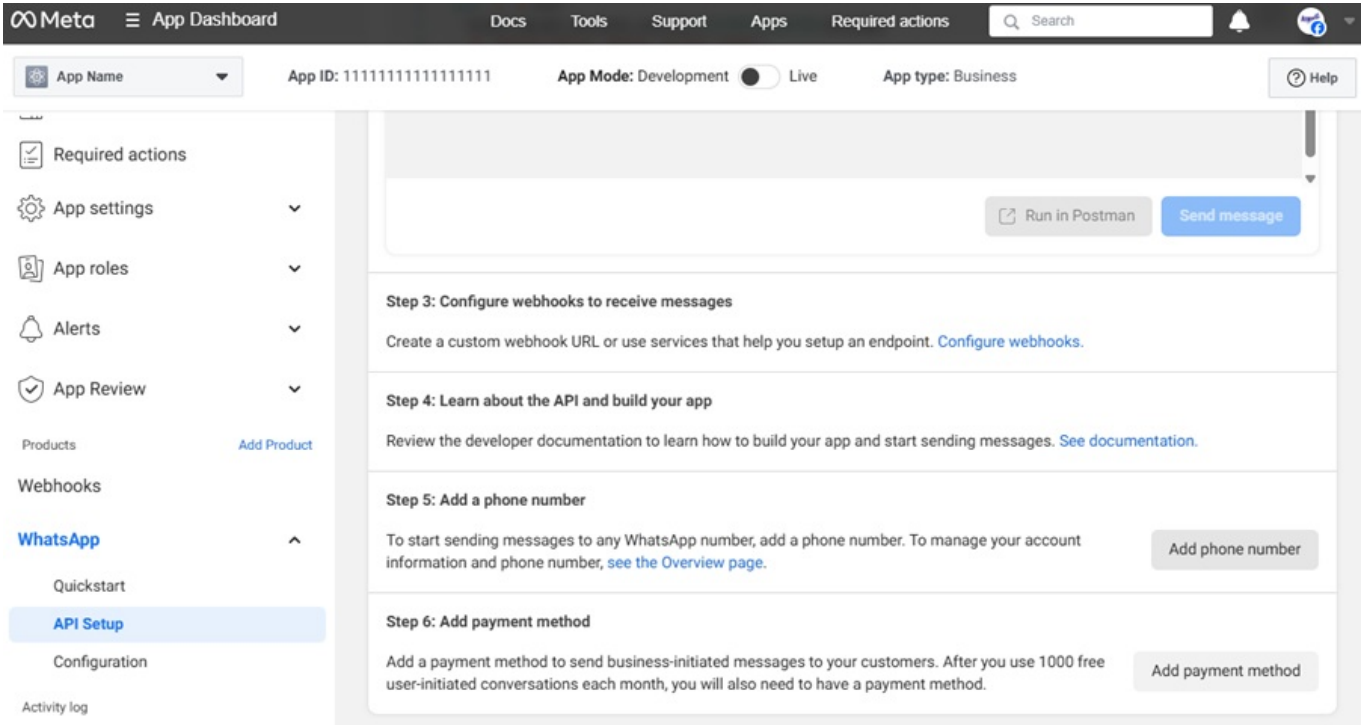
To finish click on the Assign assets and in the confirmation window click the Ready.



5. When returning to the dashboard System Users, load the page to confirm that the system user has been granted permission Full app control. Granting permissions may take a few minutes; Reload the page if the app doesn't appear as an assigned asset. For the generation of the token, in the System Users; In the information view, click the Generate Token.



2. In the WhatsApp from the main menu, select the API Configuration; In the form that loads in the section, look for the option Step 5: Add a phone number and click on the Add Phone Number.



3. In the window Fill out your business information you will be able to fill in the requested fields such as Legal Company Name, Email and Company Website; select the Country and add the address (optional). Click the Following.

Add phone number

☒ Business information

WA Business Profile

Add number

Verify number

Fill in your business information

Select an existing or create a new business portfolio to add your phone number. Your audience will not see this information on your WhatsApp profile.

Business name

0/100

Business website or profile page

If you don't have a business website, you can use a URL from any of your social media profile pages. This should be a website/social media page for your business.

Country

Select a Country

+ Add Address (optional)

Back

Next

4. In the window Create a WhatsApp Business profile you will be able to enter the fields such as WhatsApp Business Profile Name, Time Zone, Category, and Business Description (Optional). Click the Following.

Add phone number

☒ Business information

WA Business Profile

Add number

Verify number

Create a WhatsApp Business profile

This profile will show information about your business to people on WhatsApp. You can edit this information anytime by going to **Business assets** in Meta Business Suite **Settings** and selecting this WhatsApp account.

WhatsApp Business display name

Your display name should match your business name and adhere to WhatsApp Business display name guidelines. [Learn more about display name guidelines](#)

Business_Name_test

Timezone

(GMT-05:00) America/Bogota

Category

Other

Business description · Optional

Tell people about your business

0/512

Back

Next

5. In the window Add a phone number for WhatsApp you will be able to type the number and select the country code; In the field Choose how you want to verify your number select a verification option (Text Message - Phone Call) and click the Following.

📌 Note: The number that is added must not be associated with any WhatsApp account.

Add phone number

Business information

WA Business Profile

Add number

Verify number

Add a phone number for WhatsApp

This is the number people will see when they chat with you. [Learn how to use a number that's already on WhatsApp.](#)

Phone number

CO +57

333 3333333

You'll receive a code to verify this number.

Choose how you would like to verify your number:
If you are using a landline number, choose phone call.

☒ Text message

☐ Phone call

Back

Next

6. En la ventana Verifica tu número de teléfono en el campo Código de verificación, ingrese el código entregado por parte de meta y haga clic en el botón Siguiente.

Add phone number

Business information

WA Business Profile

Add number

Verify number

Verify your phone number

We sent a verification code to +57 333 3333333. To verify your number, enter the 6-digit code. If this phone number is incorrect, [enter a different number.](#)

Verification code

2

2

2

2

2

2

Did not receive a code? You can request a new one and change your verification method in 30 seconds.

Back

Next

Con los pasos anteriores se agrega el número a la aplicación, luego de agregar el número se deben [crear las plantillas](#).

Configuring templates in the Meta app

To create, view the cases or access the voting process from the bot, predefined templates are used. The customer will have the ability to create and parameterize their own templates through the Meta app for each phone number configured, according to business needs and policies. If you don't require custom templates, this step can be skipped.

1. To configure custom templates, go to [Meta for Developers](#), select the My Apps and click on the application name that is being configured.

Meta

DocsToolsSupportAppsRequired actions

Search

Apps

Search by App Name or App ID

Create App

Filter by

All Apps (1)

Archived

Required actions

Business portfolio

No business portfolio selected

App Name

App ID: 1111111111111111

Mode: In development

Type: Business

Business: Business Name

Administrator

2. In the WhatsApp section of the main menu, select the API Configuration; In the information view, locate the Since and select the number to which the templates are to be created, then select the Here found in the section description Step 2: Send messages with the API.

Meta

App Dashboard

DocsToolsSupportAppsRequired actions

Search

App Name

App ID: 1111111111111111

App Mode: Development

Live

App type: Business

Help

Dashboard

Required actions

App settings

App roles

Alerts

App Review

Products

Webhooks

WhatsApp

Quickstart

API Setup

Configuration

Access Token

Copy

Generate access token

Send and receive messages

Step 1: Select phone numbers

From

Test phone numbers allow you to send free messages for 90 days. You can use your own phone number, which is subject to limits and pricing. [About pricing](#)

Test number: +57 333 333 3333

Phone number ID: 123456789123456789

WhatsApp Business Account ID: 123456789123456789

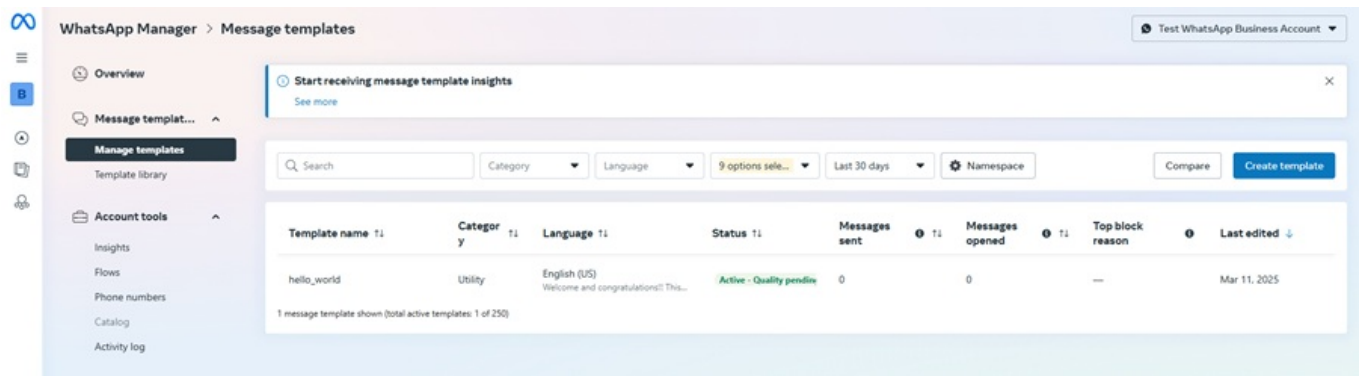
To

Select a recipient phone number

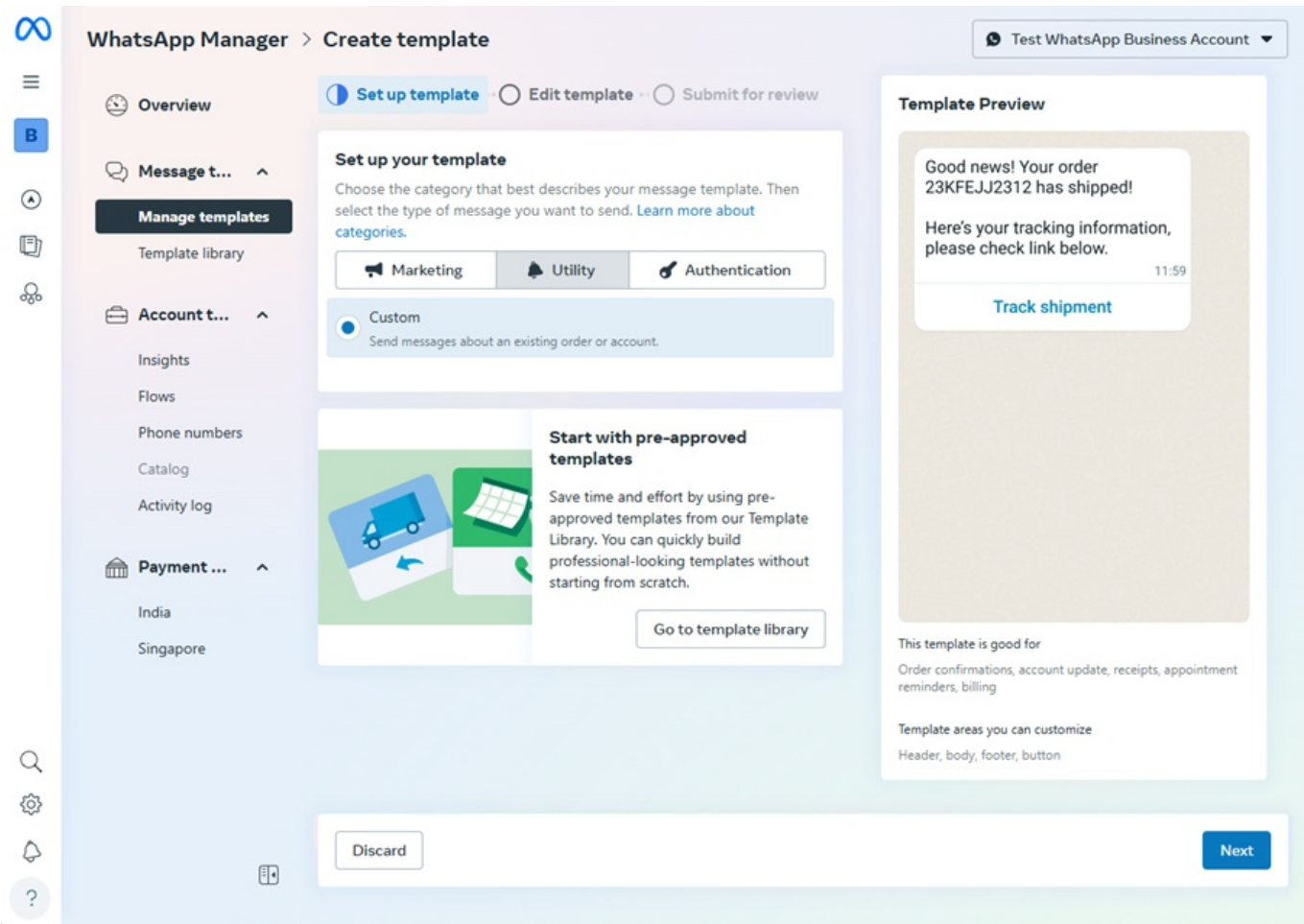
Step 2: Send messages with the API

To send a test message, copy this command, paste it into Terminal, and press enter. To create your own message template, click [here](#).

3. The window is enabled Message templates where you can view a list of predefined templates. To create and customize the templates that are required for the Bot, click the Create Template.



4. In the window Create Template in the Set up your template Select the option Usefulness and click the Following.



5. A form is enabled to manage custom templates. In the Template name and language, fill in the fields taking into account the following information:

- Template Name: We recommend using one of the following values: crear_caso, ver_caso, aprobar_caso or notificacion_whatsapp, according to the custom template to be created.
- Language: Allowed values: Spanish, English or Portuguese (BR). Do not use any other language, as the bot only recognizes these values.

Notes:

- The name of the template must remember it for the Bot Configuration “Create Case Template - View Case Template - Approve Case Template - WhatsApp Notifications Template”.
- The template should always have the same name for all three languages.

In the Content Fill in the fields taking into account the following information according to each language:

Language	Variable Field	Body Field
Spanish	Number	- If the template name is crear_casoFill: Has terminado la categorización del caso. Para finalizar el proceso haz clic en *Crear Caso*. - If the template name is ver_casoFill: Seleccionaste el caso *{{1}}*. Haz clic en *Ver Caso*.
		Examples of body content: RF-1-1-1 - If the template name is aprobar_casoFill: Seleccionaste el caso *{{1}}*. Para registrar tu voto haz clic en *Votar*. Examples of body content: RF-1-1-1 - If the template name is notificacion_whatsappFill: Estimado(a) *{{1}}* reciba un cordial saludo, *{{2}}* - If the template name is crear_casoFill: You have finished the categorization of the case. To finish the process, click *Create Case*. - If the template name is ver_casoFill: You selected the case *{{1}}*. Click *See Case*.
English	Number	Examples of body content: RF-1-1-1 - If the template name is aprobar_casoFill: You selected the case *{{1}}*. To register your vote, click *Vote*. Examples of body content: RF-1-1-1 - If the template name is notificacion_whatsappFill: Dear *{{1}}* please receive a warm greeting, *{{2}}* - If the template name is crear_casoFill: Você terminou a categorização do caso. Para finalizar o processo, clique em *Criar Caso*. - If the template name is ver_casoFill: Você selecionou o caso *{{1}}*. Clique em *Ver Caso*.
		Examples of body content: RF-1-1-1 - If the template name is aprobar_casoFill: Você selecionou o caso *{{1}}*. Para registrar seu voto, clique em *Votar*. Examples of body content: RF-1-1-1 - If the template name is notificacion_whatsappFill: Prezado(a) *{{1}}* receba uma saudação cordial, *{{2}}*
Portuguese (BR)	Number	

📌 Note: The text proposed to configure the body of the template is illustrative; Each client can customize the template data according to their needs.

In the Bellboy, click Add button, select the Go to website and fill in the fields taking into account the following information:

- Action: Go to website (default).
- Button Text: Depending on the language (Spanish/English/Portuguese (BR)) and the template, set one of the following values: Crear Caso/Criar Caso, Ver Caso/See Case/Ver Caso or Votar/Vote/Votar.
- URL Type:Dynamics.
- Website URL: https://albiwsp.arandasoft.com
- Add Sample URLs: https://albiwsp.arandasoft.com/redirect/https://dominio/ASMSCustomer/ (where “domain” refers to the customer’s site).

6. In the information view of the message templates, you can see a preview of the template.

WhatsApp Manager > Create template

Test WhatsApp Business Account

Overview

Message t... ^

Manage templates

Template library

Account t... ^

Insights

Flows

Phone numbers

Catalog

Activity log

Payment ... ^

India

Singapore

ver_caso • English

Utility • Custom

Delete template

Template name and language

Name your template

ver_caso

8/512

Select language

English

▼

Content

Fill out the header, body and footer sections of your template.

Variable ⓘ

Number

▼

Header . Optional

None

▼

Body

You selected the case *{{1}}*.

Click "See Case".

48/1028

😊 B I 5 </> + Add variable ⓘ

Samples for body content

{{1}} RF-1-1-1

Footer . Optional

Enter text

0/60

Buttons . Optional

Create buttons that let customers respond to your message or take action. You can add up to 10 buttons. If you add more than 3 buttons, they will appear in a list.

+ Add button ▼

Call to Action . Optional

Type of Action	Button Text	URL Type	Website URL		
Visit w... ▼	See Case	8/25	Dyna... ▼	http: 30/2000	{{1}} ⓘ

Add sample URL

To help us review your message template, please add an example of the website URL. Do not use real customer information.

{{1}} https://albiwsp.arandasoft.com/redirect/https://dominio/USDKV8/

Template Preview

You selected the case RF-1-1-1.

Click See Case.

11:50 PM

See Case

Previous

Submit for review

WhatsApp Manager > Create template

Test WhatsApp Business Account

Overview

Message t... ^

Manage templates

Template library

Account t... ^

Insights

Flows

Phone numbers

Catalog

Activity log

Payment ... ^

India

Singapore

ver_caso • English

Utility • Custom

Delete template

Template name and language

Name your template

ver_caso

8/512

Select language

English

▼

Content

Fill out the header, body and footer sections of your template.

Variable ⓘ

Number

▼

Header . Optional

None

▼

Body

You selected the case *{{1}}*.

Click "See Case".

48/1028

😊 B I 5 </> + Add variable ⓘ

Samples for body content

{{1}} RF-1-1-1

Footer . Optional

Enter text

0/60

Buttons . Optional

Create buttons that let customers respond to your message or take action. You can add up to 10 buttons. If you add more than 3 buttons, they will appear in a list.

+ Add button ▼

Call to Action . Optional

Type of Action	Button Text	URL Type	Website URL		
Visit w... ▼	See Case	8/25	Dyna... ▼	http: 30/2000	{{1}} ⓘ

Add sample URL

To help us review your message template, please add an example of the website URL. Do not use real customer information.

{{1}} https://albiwsp.arandasoft.com/redirect/https://dominio/USDKV8/

Template Preview

You selected the case RF-1-1-1.

Click See Case.

11:50 PM

See Case

Previous

Submit for review

WhatsApp Manager > Create template

Test WhatsApp Business Account

Overview

Message t...

Manage templates

Account t...

Payment ...

Template library

Insights

Flows

Phone numbers

Catalog

Activity log

India

Singapore

aprobar_caso • English

Utility • Custom

Template name and language

Name your template

12/512

Select language

English

Content

Fill out the header, body and footer sections of your template.

Variable

Number

Header

Optional

None

Body

You selected the case "[[1]]".
To register your vote, click "Vote".

68/1028

Samples for body content

[[1]] RF-1-1-1

Footer

Optional

Enter text

0/60

Buttons

Optional

Create buttons that let customers respond to your message or take action. You can add up to 10 buttons. If you add more than 3 buttons, they will appear in a list.

+ Add button

Call to Action

Optional

Type of Action

Visit w...

Button Text

Vote

4/25

URL Type

Dyna...

Website URL

http: 30/2000

[[1]]

Add sample URL

To help us review your message template, please add an example of the website URL. Do not use real customer information.

[[1]] https://albiwsp.arandasoft.com/redirect/https://dominio/USDKV8/

Template Preview

You selected the case "RF-1-1-1".
To register your vote, click Vote.

12:05 AM

Vote

Previous

Submit for review

7. When the template creation is complete, click the Submit for Review. The window is enabled Confirm the languages you want to send where you can validate the language configured by the Verification Check active by default. Click the Confirm.

Confirm Which Languages You're Submitting

If you choose not to submit a completed language now, it will not be saved and you'll lose the content.

English ✓ Required fields complete

Cancel

Confirm

8. In the window Sent Message Template You will be able to confirm the summary of the generated templates. To finish, click on the Ready.

Message Template Submitted

✓ 1 content change was made. Any new or edited content will automatically be submitted for review.

Your Spanish content was added.

Done

9. When the creation of the templates is complete, Meta performs the corresponding validations and sends notifications by email, these validations can last from 5 minutes to 24 hours.

Start receiving message template insights

See more

Search

Category

Language

8 options sele...

Last 30 days

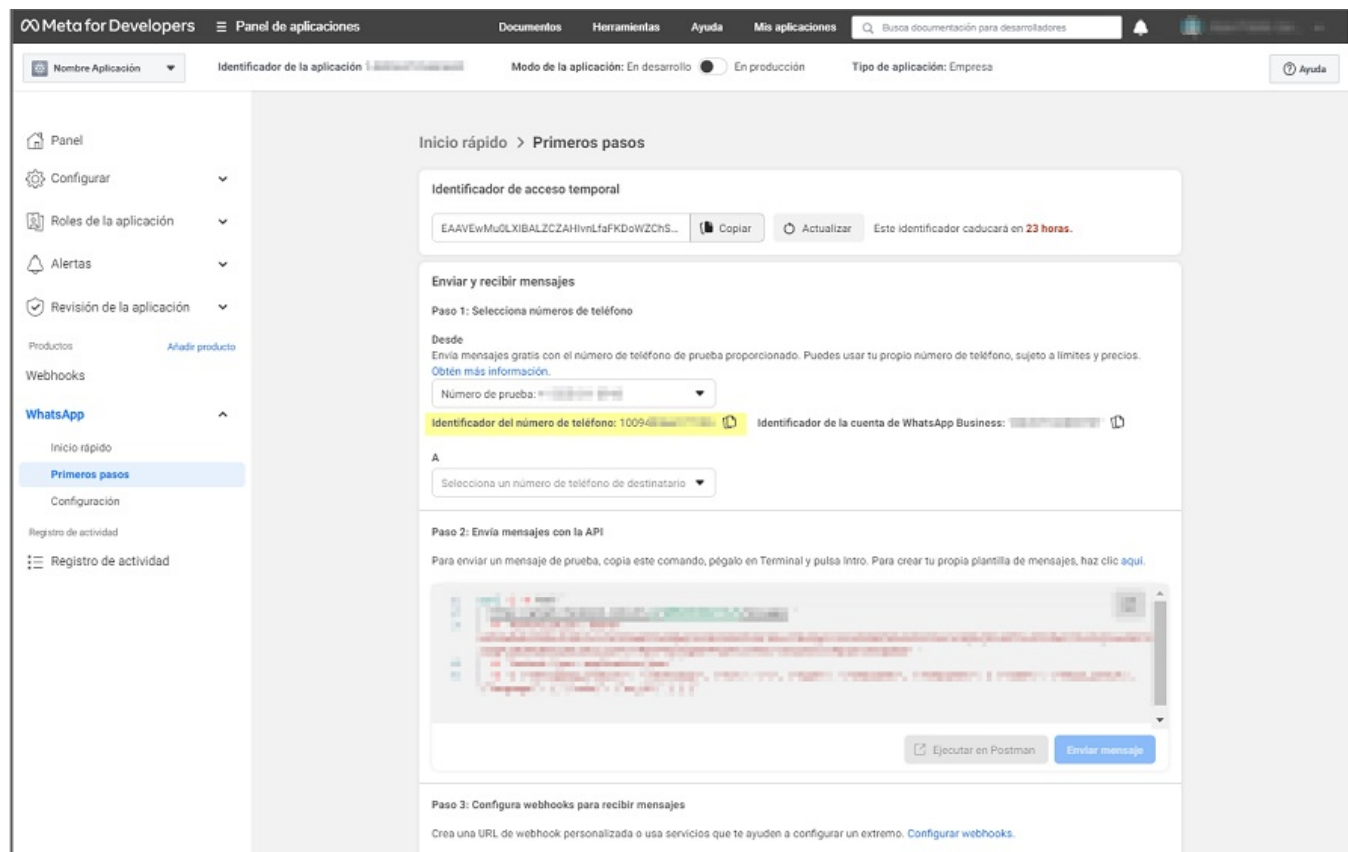
Namespace

Compare

Create template

Template name	Category	Language	Status	Messages sent	Messages opened	Top block reason	Last edited
aprobar_caso	Utility	English You selected the case "[[1]]". To r...	In review	0	0	—	Mar 11, 2025

When you finish creating custom templates, they should be set to state Active: Quality Pending so that they work correctly in the interaction with the Bot.



Pre-configuration in Aranda Service Management

From the Aranda Service Management Management Console (ASMSAdministrator), create two new users and assign them the roles described below.

User	Role	User Type
WhatsApp Manager -> wmanager	• Teams configuration	Specialist
WhatsApp Client -> wclient	• TeamsClient	Specialist

- If the customer is making use of the services of the Production Bot provided by Aranda in the arandasoft.com domain, they do not have to make any further prior configurations in Aranda Service Management and can advance to the [Configuring the Bot Environment](#).
- If the customer has their own implementation of the bot, they must do the following: 1. Enter the server where the Aranda Service Management application is installed.

2. Go to the user console installation path (usually C:\inetpub\wwwroot\ASMSCustomer) and once there, locate the file called Web.config

3. Open the file with a text editor and locate the following line:

```
<add name="Content-Security-Policy" value="form-action 'self'; frame-ancestors 'self' teams.microsoft.com *.teams.microsoft.com *.arandasoft.com">
```



4. Enter the DNS of the environment or appservice where the bot is hosted. Example:

```
<add name="Content-Security-Policy" value="form-action 'self'; frame-ancestors 'self' teams.microsoft.com *.teams.microsoft.com *.arandasoft.com *.dnsambiente.com">
```

5. Save the changes and restart the IIS.

📌 Note: Each time you perform an update to the Aranda Service Management ASMS product, you must perform these configurations.

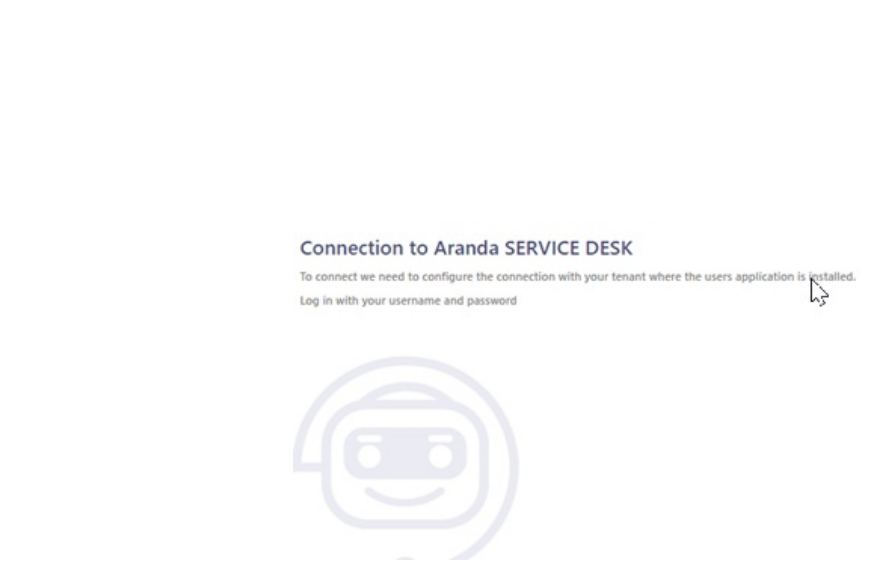
Login and configuration in the Bot environment

To configure the WhatsApp Bot service, you must enter <https://albiwsp.arandasoft.com/> or, if the client has its own implementation of the Bot, enter the access URL.

Login in the Bot environment

1. In the Section Login of the bot environment, enter the following data in the requested fields and click the Enter

Field	Description
BackEnd Url	Aranda Service Management (ASMS) User Console URL https://(Domain)/ASMSCustomer/
Version	When you select version 9, if the environment to be configured has the functionality of reCAPTCHA on the admin site, then the reCAPTCHA will be activated on the page. See reCAPTCHA ↗ configuration
User	WhatsApp Manager user (wmanager)
Password	WhatsApp Manager user password
Phone number identifier	Data that was saved when Obtained the number identifier



Login

BackEnd URL

https://www.domain.com/ASMSCustomer/

Version

V9

User

Password

Phone number identifier *

☐ I'm not a robot

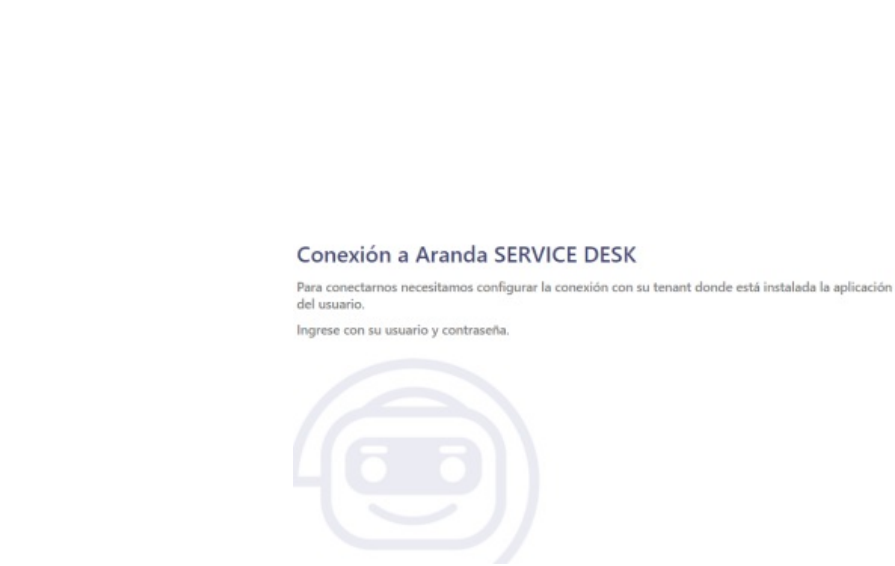
reCAPTCHA

Enter

Aranda SOFTWARE

Powered by Aranda SOFTWARE 9.1.0.15

⚠ Note: When connections are already configured, the login must be made with the USDK BackEnd URL of the connection that is currently active. If the URL of any connection other than the configured one is entered, the following message will be displayed:



El dominio ya cuenta con una configuración.

Login

USDK BackEnd Url *

https://www.domain.com/ASMSCustomer/

Usuario *

wmanager

Contraseña *

Identificador de número de teléfono *

103288009323987

Version *

V9

Ingresar

Account Setup in the Bot Environment

1. When you log in for the first time, a pop-up window will appear New Settings where the requested fields must be completed and then click on the Create.

Field	Description
Configuration Name	Name that identifies the connection
URL del FrontEnd	Aranda Service Management Users Web Console URL (ASMSCustomer) https://(Domain)/ASMSCustomer/
URL del BackEnd	Aranda Service Management Users Web Console URL (ASMSCustomer) https://(Domain)/ASMSCustomer/
Version	When you select version 9, if the environment to be configured has the functionality of reCAPTCHA on the admin site, the 'Integration token' field will be enabled. Previously, an integration token must be generated with the WhatsApp Client user and set it in this field. See Configuring Integration ↔ Tokens
User	WhatsApp Client user (wclient)
Password	WhatsApp Client User password
Phone number identifier	Data that was saved when Obtained the number identifier Loads by default
Project	Project code to automatically select the default project when creating cases anonymously. (Optional)
Active	Enable/Inactivate the setting

New Configuration

✕

Configuration name *

Nombre que identifica la conexión

FrontEnd URL *

http://192.168.1.100:8080/ASMSCu...

BackEnd URL

http://192.168.1.100:8080/ASMSC...

Version

V9

Integration token *

Phone number identifier *

103288009323987

Project

☒ Activate

Create

Cancel

2. If the configuration is correct, the following window will appear with the configuration made.

^ Configuración de cuenta

✔ Configuración actualizada correctamente.

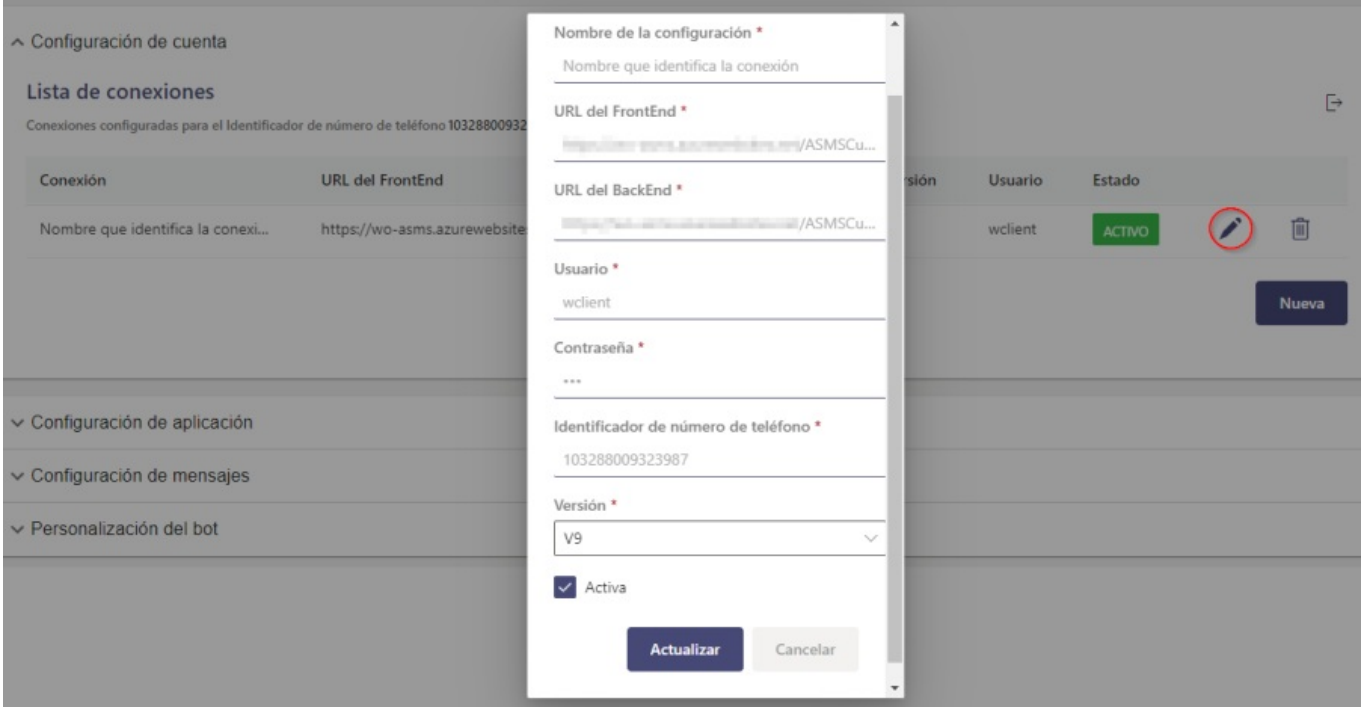
Lista de conexiones

Conexiones configuradas para el Identificador de número de teléfono 103288009323987

Conexión	URL del FrontEnd	URL del BackEnd	Versión	Usuario	Estado	
Nombre que identifica la conexi...	http://192.168.1.100:8080/ASMSCu...	http://192.168.1.100:8080/ASMSC...	V9	wclient	ACTIVO	 

Nueva

3. To create new connections, click the New; To edit an existing connection, click the pencil icon, to complete the respective information. When finished, click the Create/Update.



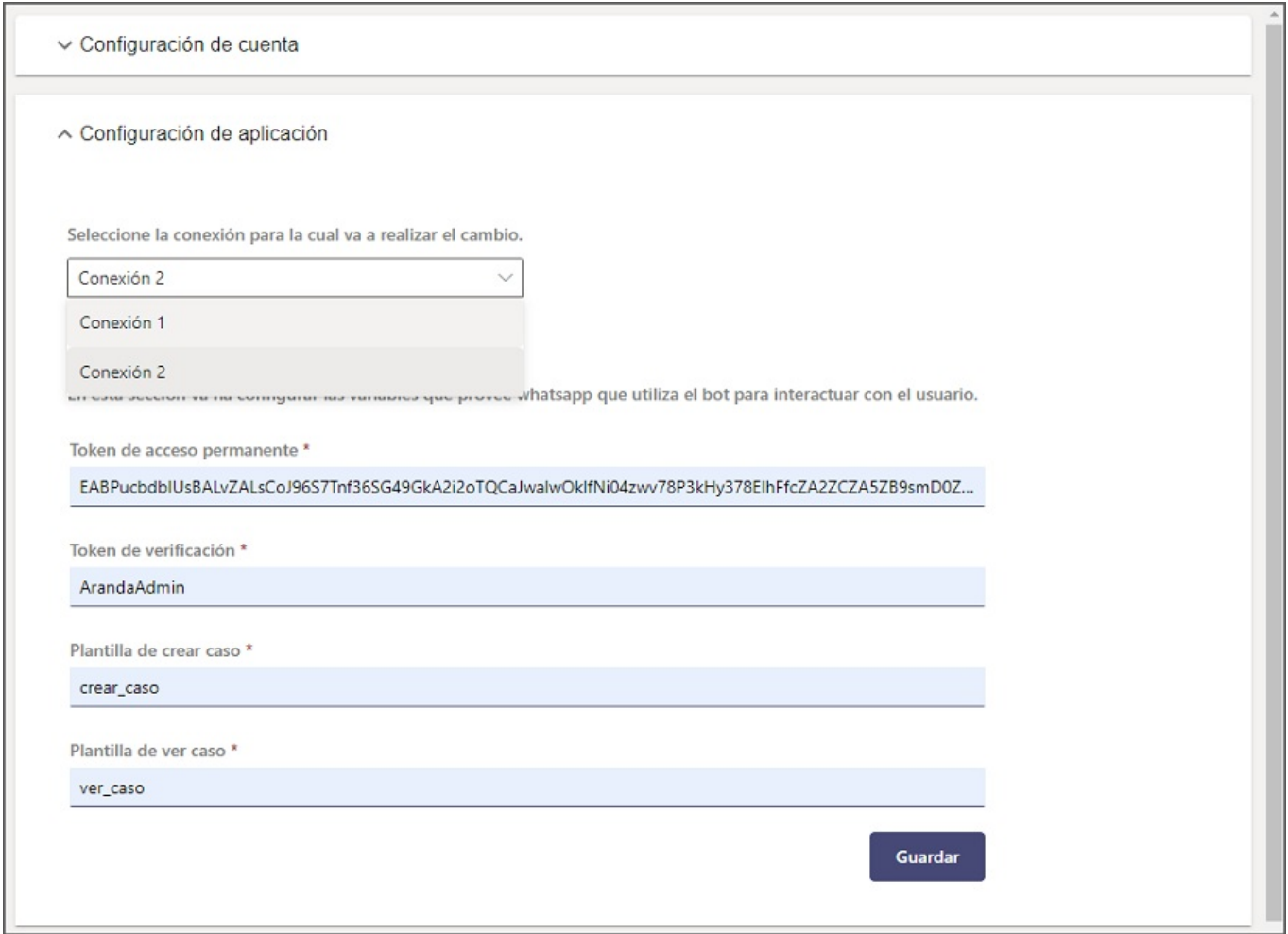
⚠ Note: If you see the message when you create or update your account settings, The entered BackEnd URL does not belong to an Aranda service; You must validate that the data entered in the URL del BackEnd correspond to the Aranda Service Management (ASMS) product environment.

Application configuration in the Bot environment

This section configures the data that was obtained during the configuration of the Meta Application and that the Bot will use to interact with users; The configuration must be made for each connection that exists within the environment. When all the fields are filled in, the configuration is completed by clicking on the Save.

It can be exchanged between the different configured connections by selecting them in the field Select the connection for which you are making the change; The last connection to be saved is the one that is kept as a connection Active.

Field	Description
Permanent Access Token	Token that was saved when the Permanent token
Verification Token	The value to be entered is ArandaAdmin
Template Create Case	If the customer does not have a custom template, enter create_case_default_aranda, if you created custom template enter the name assigned to the template Create Case
Template see case	If the customer does not have a custom template, enter view_case_default_aranda, if you created custom template enter the name assigned to the template View case
Template to approve case	If the customer does not have a custom template, enter approve_case_default_aranda, if you created custom template enter the name assigned to the template Approve Case



All fields are required; If the configuration is stored correctly, a message is displayed: Successfully updated application settings

Configuring messages in the Bot environment

In this section, the name of the Bot, the message of attention and the farewell message, which the Bot uses when interacting with users, can be customized in each culture (Spanish - English - Portuguese); The configuration must be made for each connection that exists within the environment. When all the fields are filled in, the configuration is completed by clicking on the Save.

It can be exchanged between the different configured connections by selecting them in the field Select the connection for which you are making the change; The last connection to be saved is the one that is kept as a connection Active.

Field	Description
Bot Name	Name assigned to the Bot (maximum 46 characters).
Message of attention	The message that the Bot will use when it starts categorizing a case (maximum 1000 characters).
Farewell message	The message that the Bot will use when displaying the Create Case and View Case buttons (maximum 1000 characters).

▼ Configuración de aplicación

^ Configuración de mensajes

Seleccione la conexión para la cual va a realizar el cambio.

Conexión 2

Conexión 1

Conexión 2

s que utiliza el bot para interactuar con el usuario.

Seleccionar un idioma

Personaliza los mensajes de acuerdo al idioma que seleccione

☒ Español

☐ Inglés

☐ Portugués

Nombre del Bot

Nombre del Bot ES

El numero máximo de caracteres permitidos es de 46

Mensaje de atención

Es la segunda vez que interactua con el bot

Mensaje de atención ES

El numero máximo de caracteres permitidos es de 1000

Mensaje de despedida

Cuando el bot termina la ayuda

Mensaje de despedida ES

El numero máximo de caracteres permitidos es de 1000

Guardar

All fields can be filled out according to the needs that need to be customized; If the configuration is stored correctly, a message is displayed Correctly updated message settings.

▼ Configuración de aplicación

^ Configuración de mensajes

Seleccione la conexión para la cual va a realizar el cambio.

Conexión 2

Configuración de mensajes

En esta sección se puede personalizar los mensajes que utiliza el bot para interactuar con el usuario.

✓ Configuración de mensajes actualizada correctamente

Seleccionar un idioma

Personaliza los mensajes de acuerdo al idioma que seleccione

☒ Español

☐ Inglés

☐ Portugués

Nombre del Bot

Nombre Español ES

Mensaje de atención

Es la segunda vez que interactua con el bot

Mensaje de atención ES

Mensaje de despedida

Cuando el bot termina la ayuda

Mensaje de despedida ES

Guardar

ⓘ Note: If the changes are saved leaving the fields empty (Bot Name – Attention Message – Farewell Message), the default values that the Bot comes with preconfigured by each culture are set.

Bot customization

Configuration of AI functionalities

This section configures the behavior of the bot during case creation for automatic categorization, the extraction of additional fields through a request sent by the user, the management of additional missing fields and speech-to-text transcription. It is essential to remember that, for the optimal functioning of these functionalities, You must have the corresponding endpoints and actions configured in the Admin console. For more details, see [AI Settings](#).

1. Go to the “Customizing the bot”. The active setting will be selected by default.

⤴ Personalización del bot

Selecione la conexión para la cual va a realizar el cambio.

ASMS v9

Personalización del bot

En esta sección puede personalizar el comportamiento del bot.

☐ Usar enlaces rápidos de categorías

☐ Habilitar categorización automática

Guardar

2. Select the connection for which you are going to customize the bot and enable the option “Enable automatic categorization.”

Selecione la conexión para la cual va a realizar el cambio.

ASMS v9

Personalización del bot

En esta sección puede personalizar el comportamiento del bot.

☐ Usar enlaces rápidos de categorías

☒ Habilitar categorización automática

Porcentaje de efectividad

70

☐ Extracción de campos adicionales

☐ Habilitar voz a texto

☐ Solicitar al usuario campos adicionales faltantes

Guardar

3. Four fields will be enabled:

- Enable speech-to-text: Enable the option if you want to perform automatic speech-to-text transcription for automatic case categorization.
- Extracting additional fields: Enable this option to perform value extraction for additional fields, during the request sent by the user.
- Extraction of list fields: Enable this option to perform value extraction for additional fields such list and tree, during the request sent by the user.
- Ask the user for additional missing fields: Enable this option if you want the bot to request the missing additional fields during case creation.

Use category quick links

When you activate the “Use category quick links” option, the Bot will display a list of direct links to the categories they have The check box is enabled “Category in the Home of users” on the administration website (ASMSAdministrator). See [Services](#). In this way, the user only has to select an option and the Bot automatically generates the link or button (if you have custom templates configured) that allows you to create the case for that category.

Personalización del bot

Seleccione la conexión para la cual va a realizar el cambio.

ASMS V9

Personalización del bot

En esta sección puede personalizar el comportamiento del bot.

☒ Usar enlaces rápidos de categorías

☐ Habilitar categorización automática

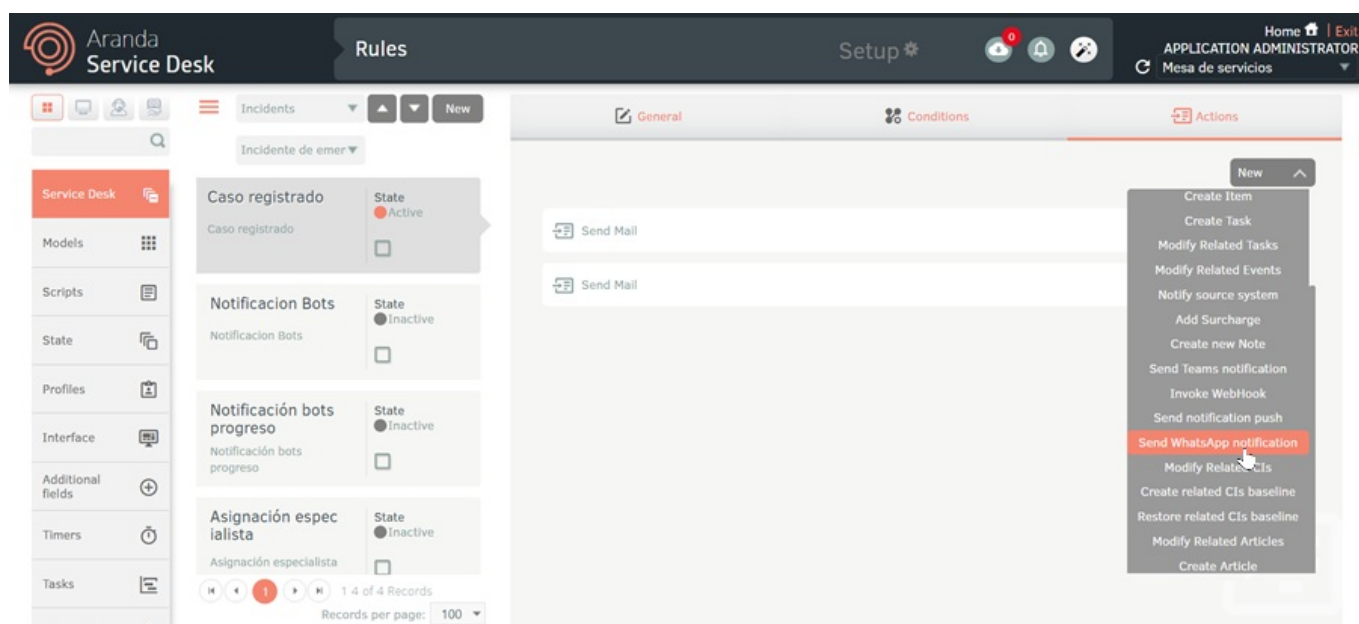
Guardar

Setting up sending notifications to WhatsApp using rules

Preconditions

To enable the sending of notifications via WhatsApp, it is necessary to create the corresponding template in Meta and configure it in The Section Application Settings within the WhatsApp bot admin site. For more details, see [Configuring templates in the Meta app](#)

1. Enter the Administration Console (ASMSAdministrator), under the Service Desk / Rules.



2. Configure the conditions of the rule, and on the Actions, select the Send WhatsApp notification.

Send WhatsApp Notification

Details

Item Tags ▼Specialist templates ▼Additional Tags ▼Client ▼Company ▼CI ▼

Send

Client ▼

Body

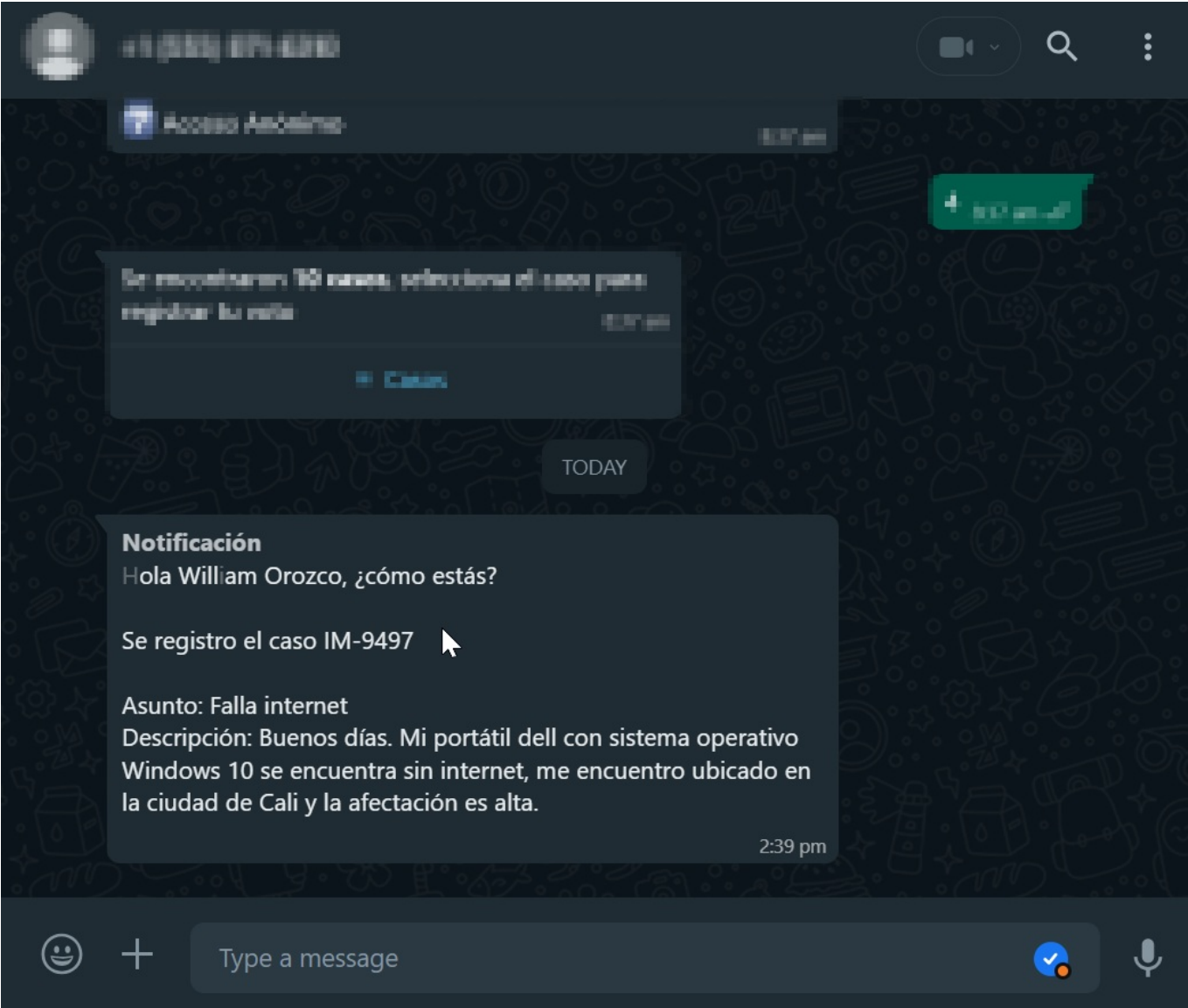
Se registro el caso {{IdbyProject}}

Asunto: {{Subject}}

Descripción: {{Description}}

Save

3. Once the conditions of the rule are met, a notification will be sent to the WhatsApp bot like the following:



Using the WhatsApp Bot

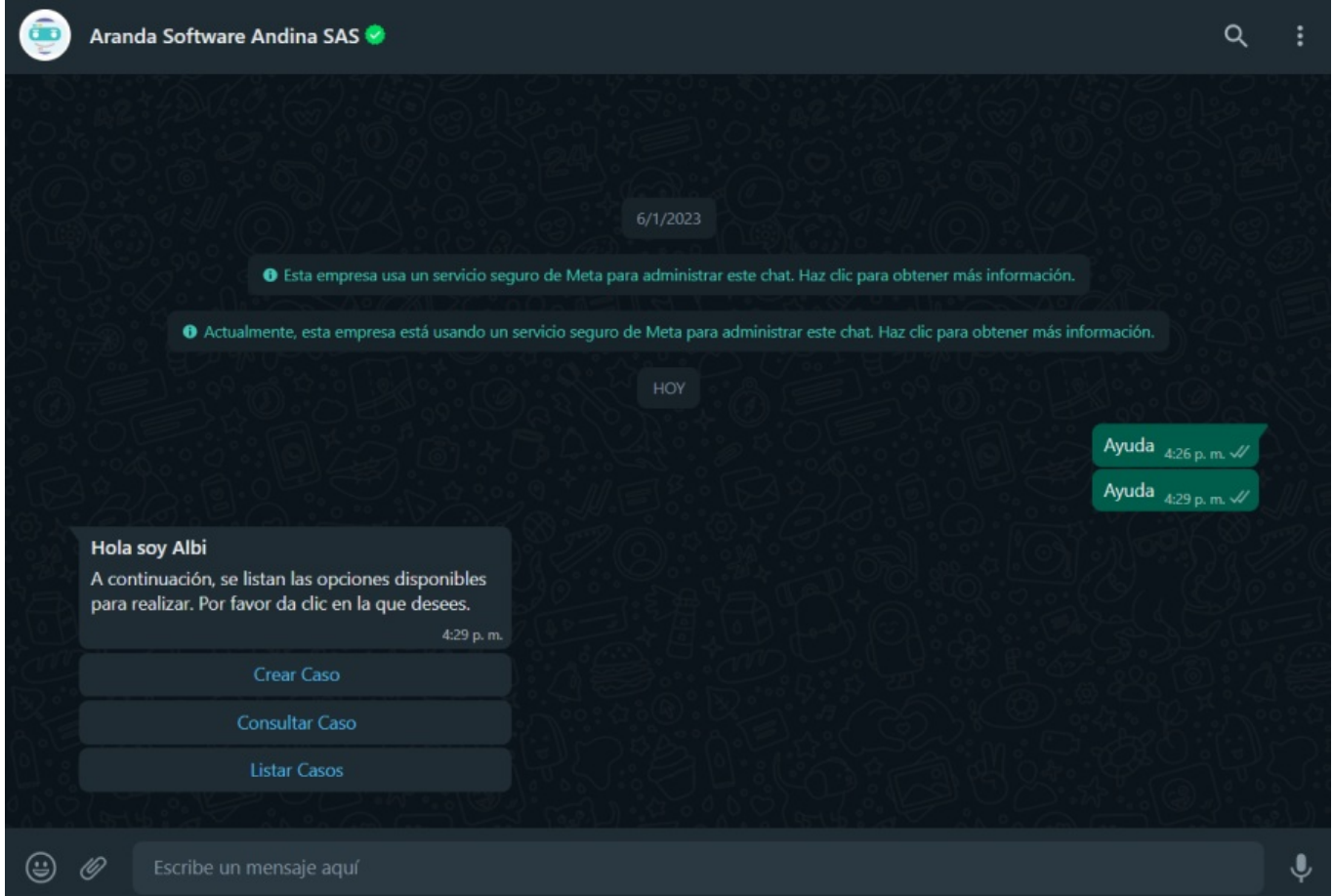
Using the WhatsApp Bot

The WhatsApp Bot can be used from the mobile application and from the web version of WhatsApp; users can invoke the Bot by typing any text and the Bot will respond with a presentation message and the list of available options (Create Case – Consult Case – List Case).

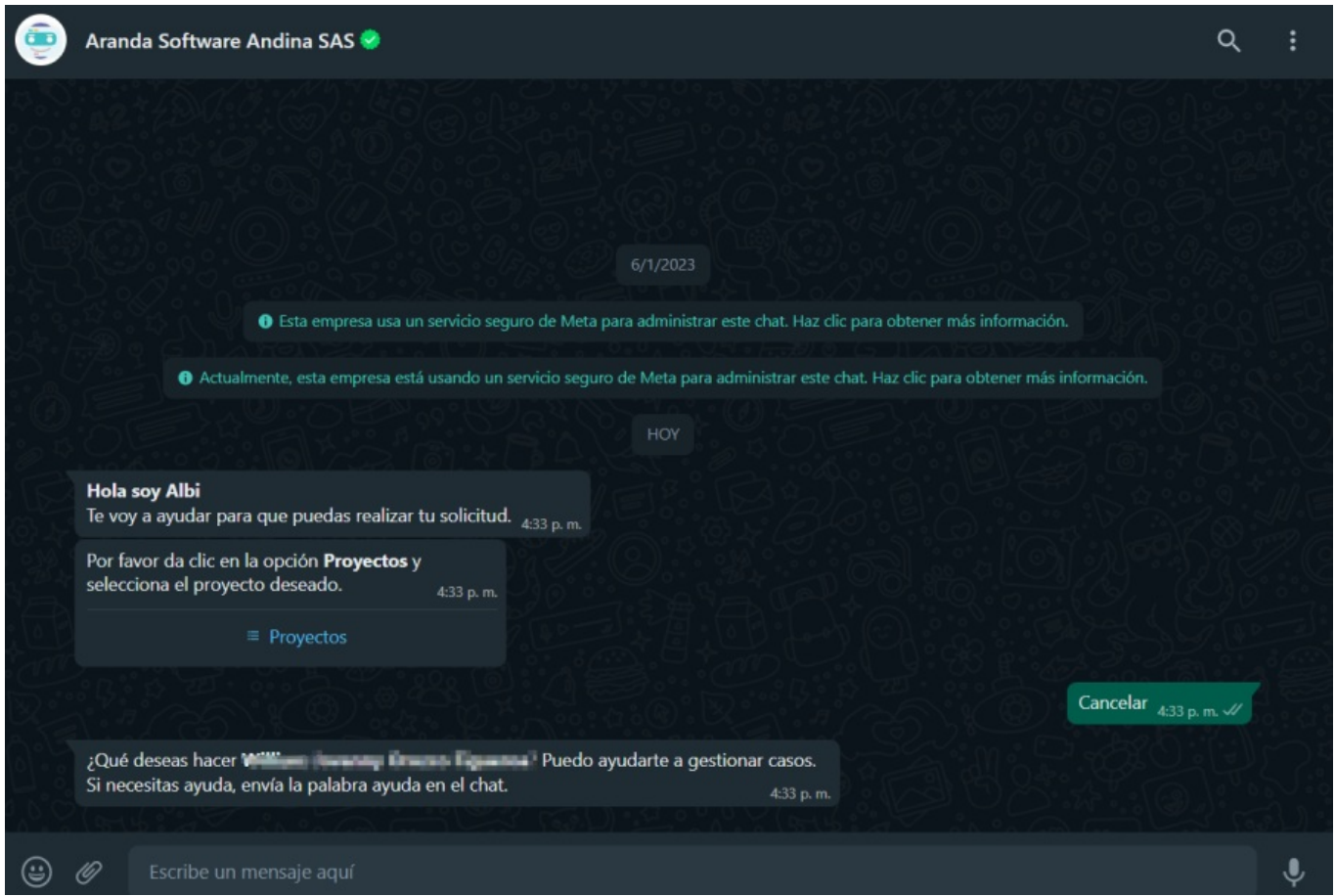
- Note:
- 1

If the number interacting with the Bot is not associated with an active user, the Bot will re-enlarge with the message Please contact the Aranda administrator to set up your username and mobile number. To use this application you must have an active Aranda Service Management subscription.
- 2

The Windows version of WhatsApp that is installed with the archivo.exe, can be used to interact with the Bot in the same way as it is done with the Web version.



If during the interaction with the Bot a wrong option is selected or you do not want to continue with the interaction, send the word cancel, so that the Bot interprets its decision and desists from the interaction that is being carried out (Create Case – Consult Case). The Bot will respond with a message like the following:



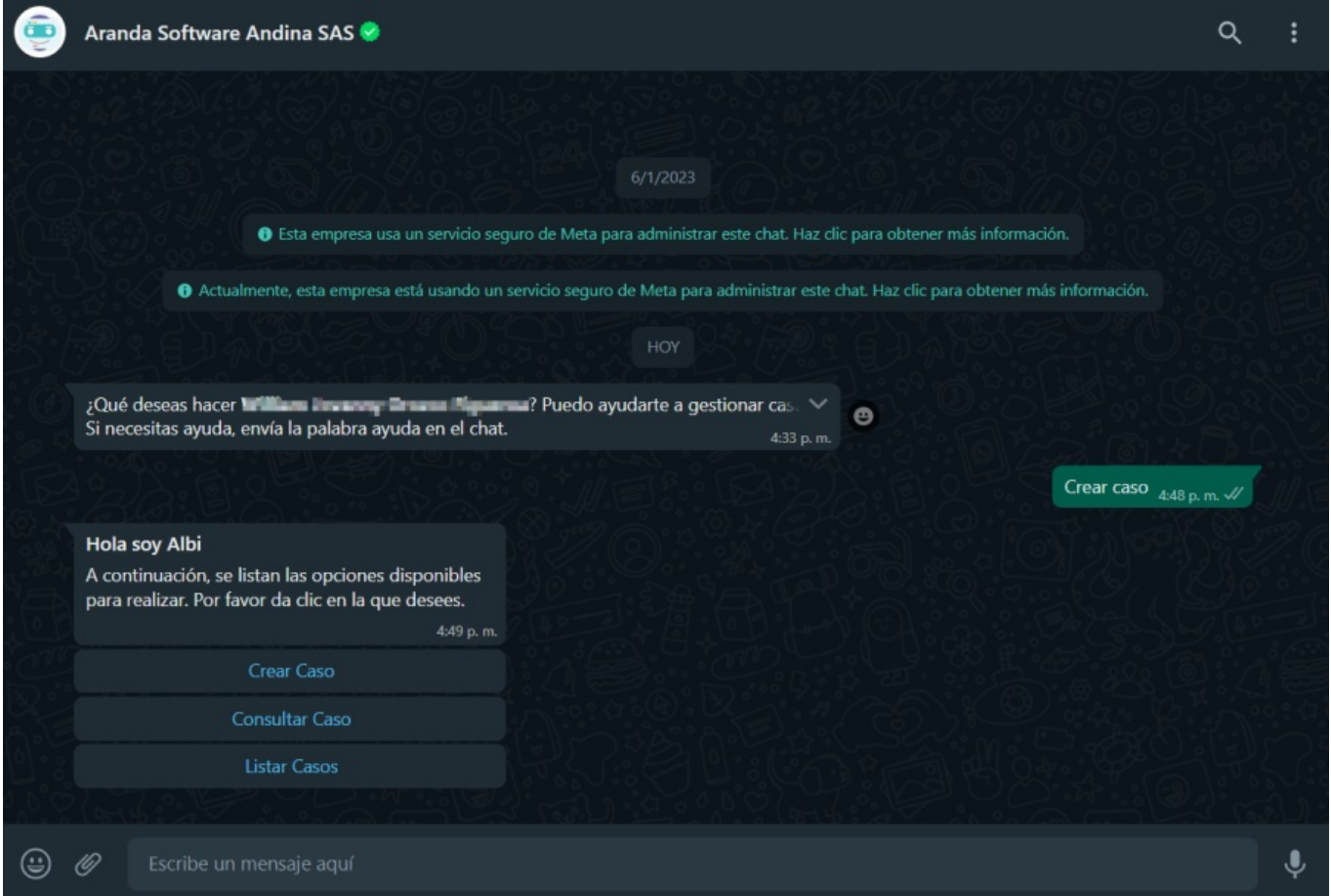
The WhatsApp Bot supports the same languages as Aranda Service Management (Spanish, English and Portuguese), the language of the messages will be displayed according to the culture configuration that each user has associated with.

📌 Note: Currently, the Windows version of WhatsApp that is installed from the Microsoft Store is not fully compatible with the Bot.

Create a case

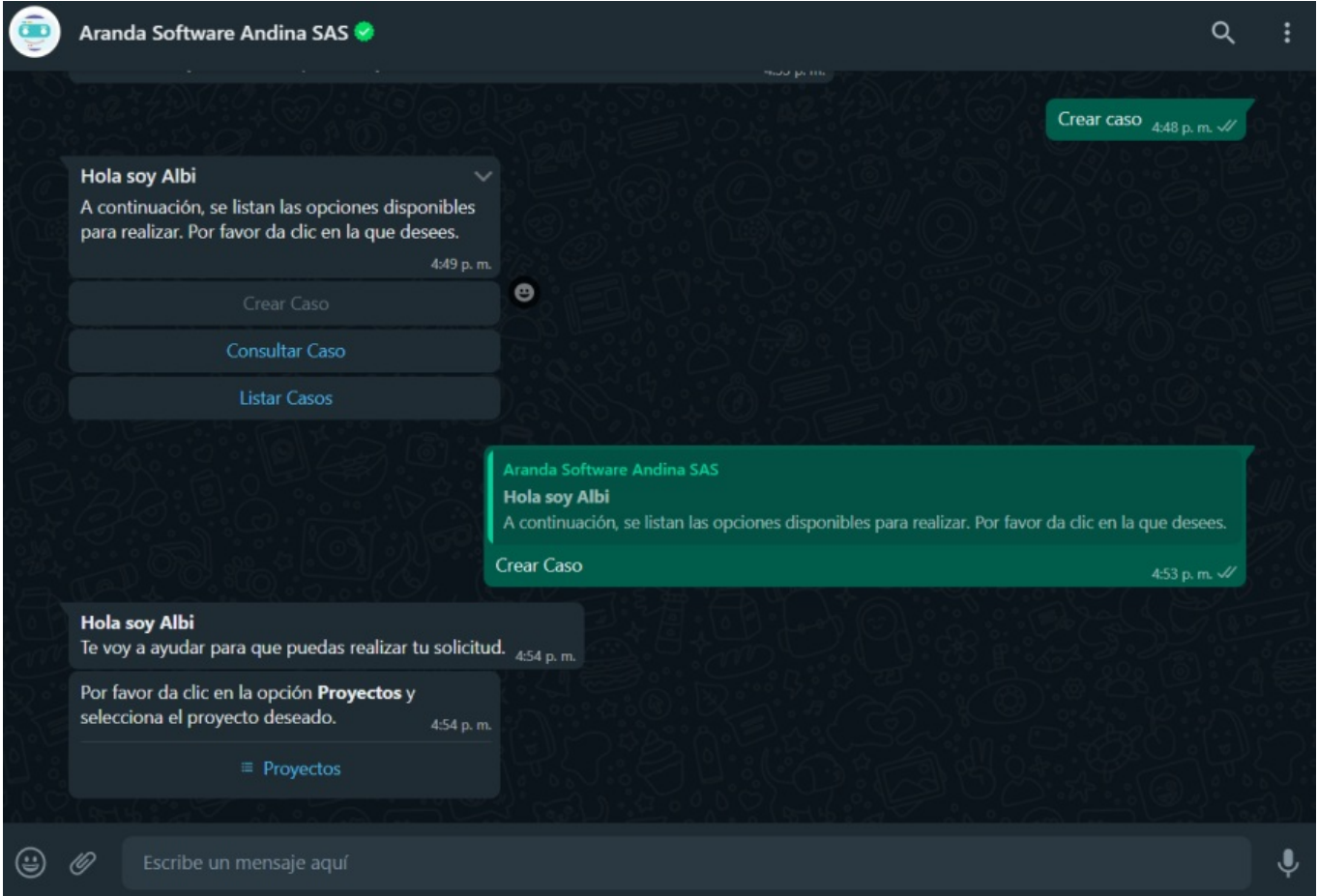
Manual categorization

1. From the WhatsApp web or mobile application, start the chat with the Bot’s contact number, invoke it by typing “any text”; the Bot will respond with a greeting message and the available options are listed, select the option Create Case.



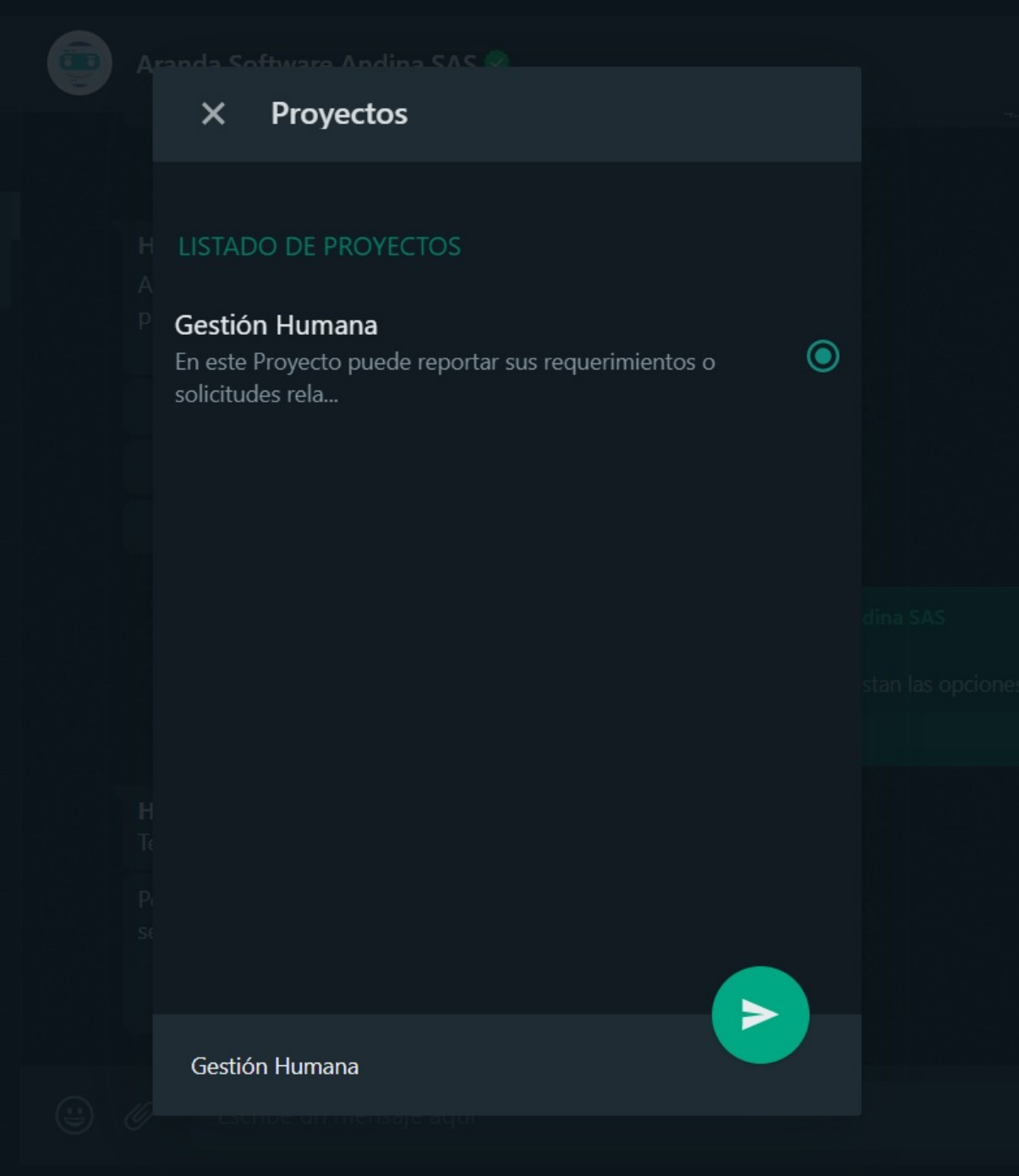
2. The selection Create Case it is sent as a response to the conversation; the Bot will display a greeting message and prompt you to select a desired Project.

- 📌 Note:
- 1 If the user interacting with the Bot is associated with a project and is not associated with a service, at the time of selecting the Create Case, the Bot will reply with the message I am sorry. At this time you don't have any projects set up to continue.
 - 2 If the user is associated with a single project and service, this information is automatically selected.

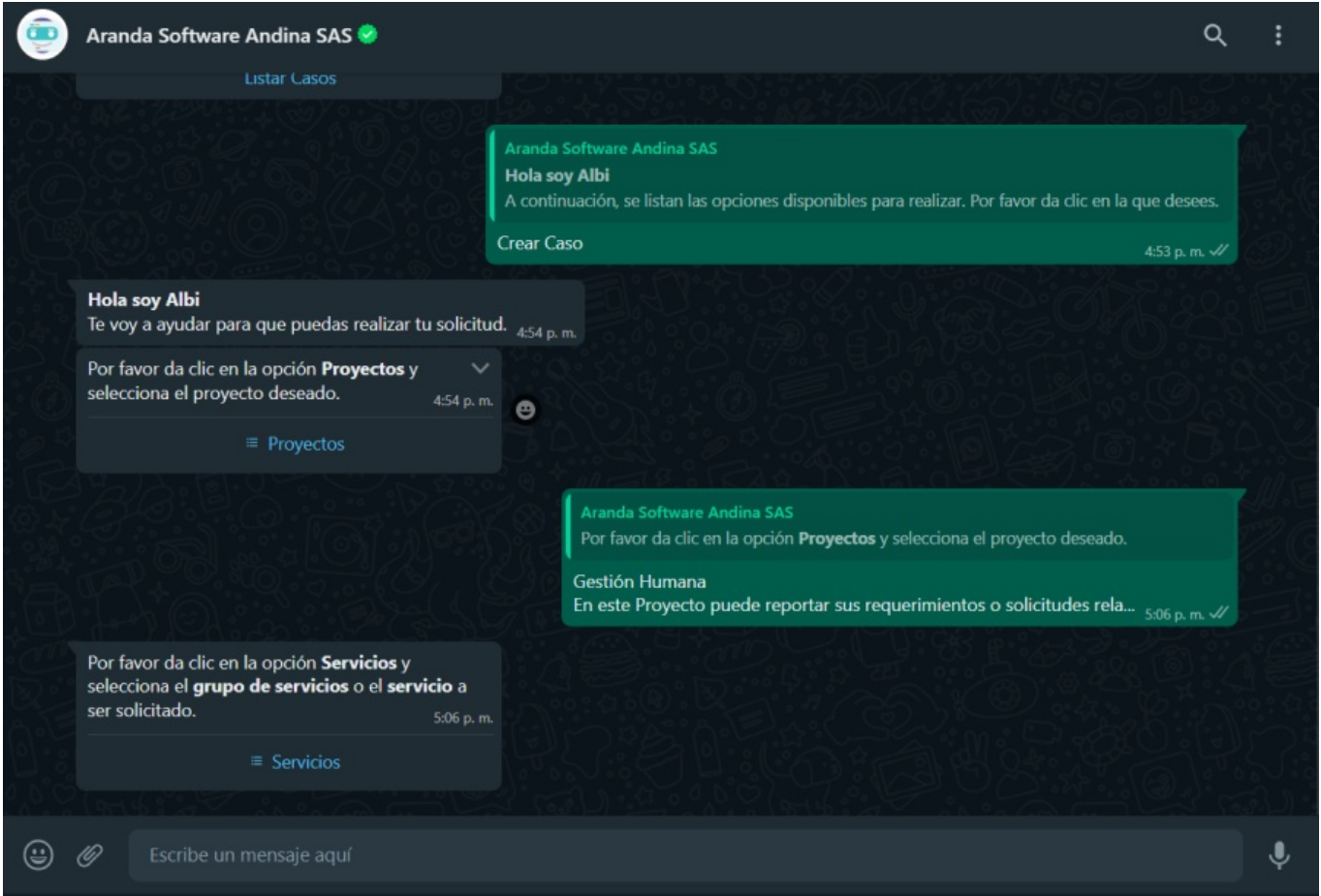


3. When selecting the Projects, you will be able to view the list of projects in which the user is associated. If the user in session is associated with more than 10 projects, 9 are listed and an option is enabled Following which will be sent as a response to the chat and generates a second list of projects. This action can be repeated until the last listing is no more than 10 projects. The user in session will be able to select a project from the generated lists, select the desired project and click on the Send.

- 📌 Note: After selecting a project, the Bot does not allow you to change the selection and you must submit the text Cancel to end the dialogue and start the categorization of the case again.

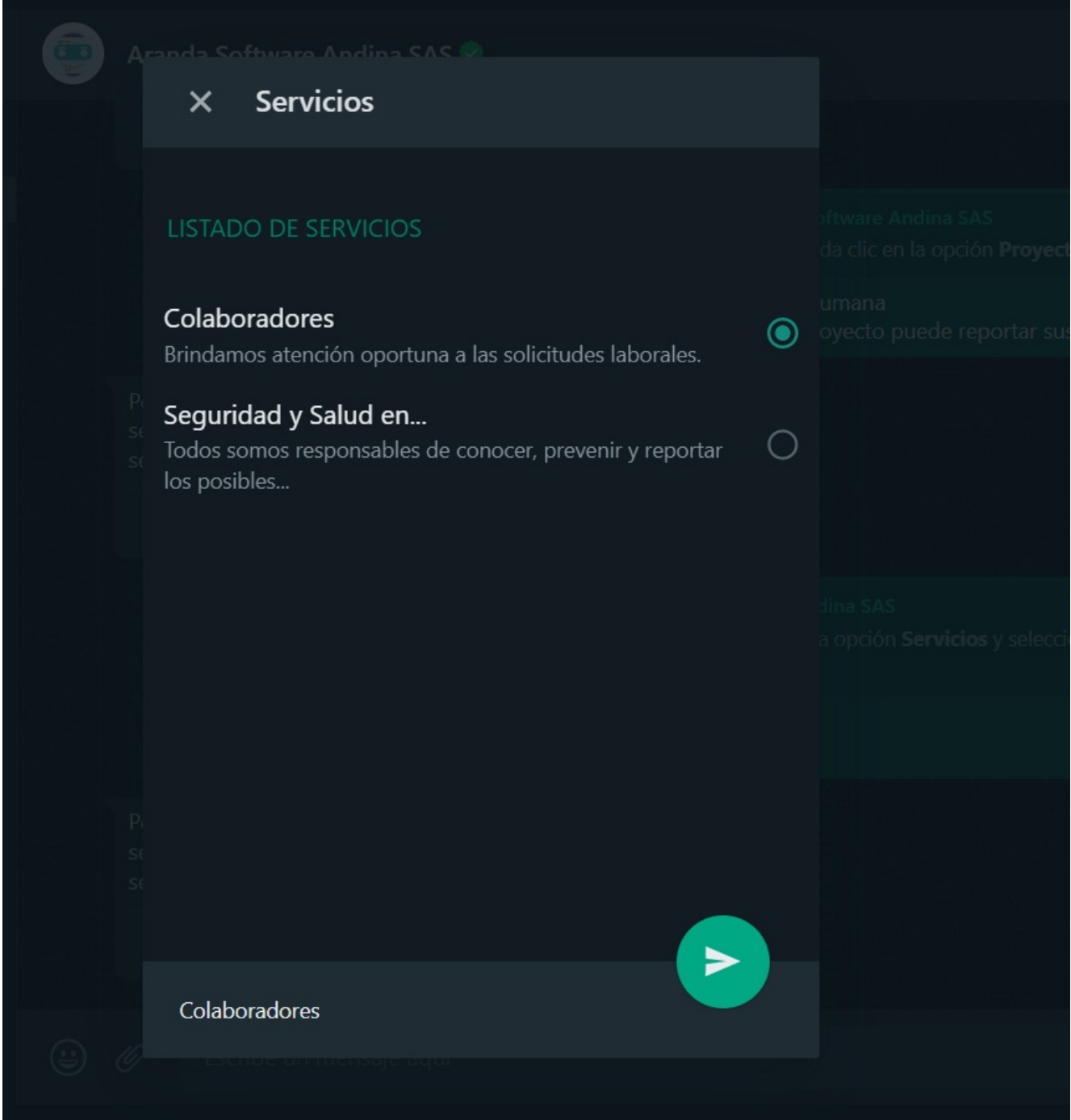


4. When submitting the project, a message will be displayed asking you to select the Service Group (when you have service groupings) or the service.

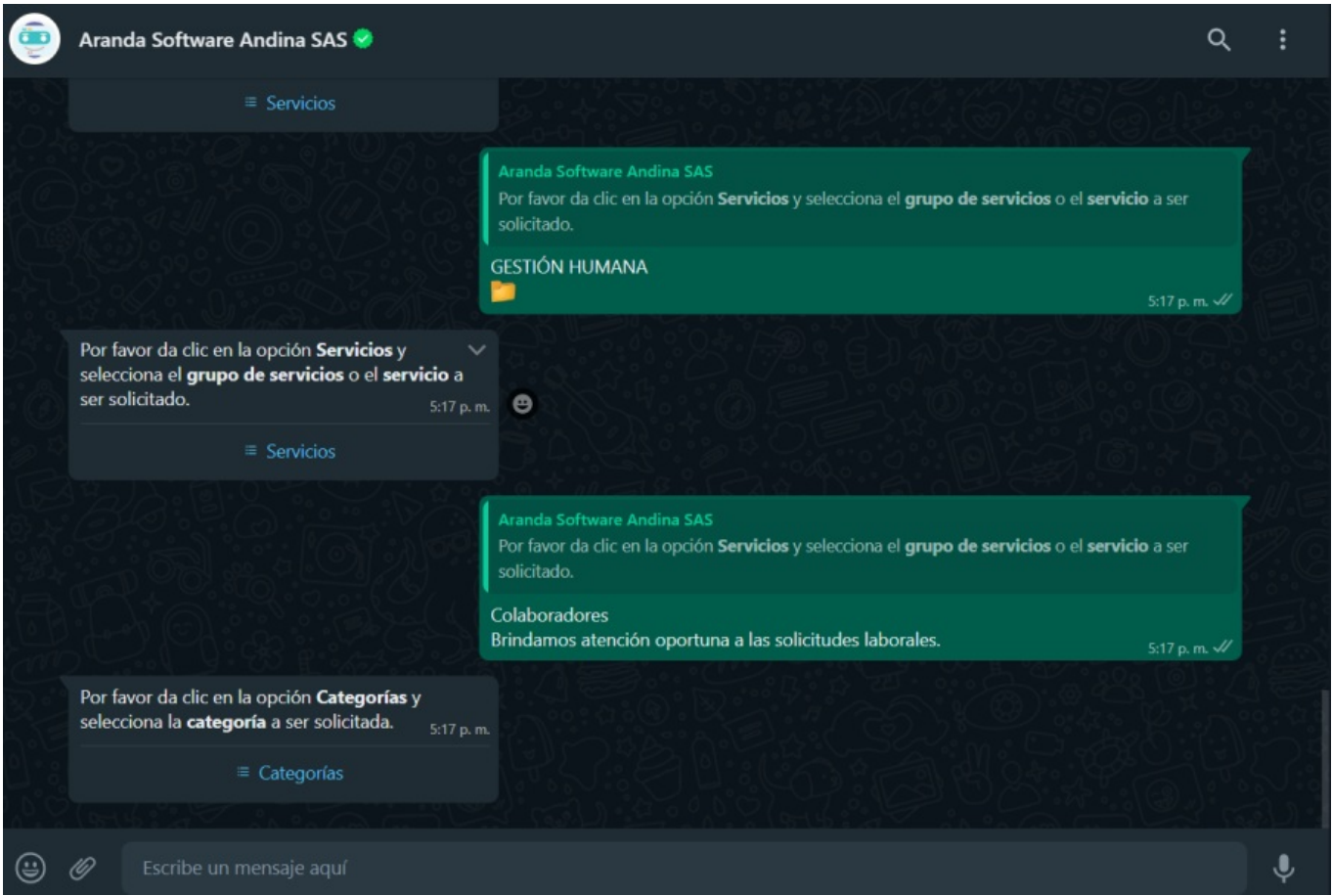


5. If you select the Services, you can view the list of service groups or services in which the user is associated. If the user in session is associated with more than 10 services, 9 are listed and an option is enabled with the text Following, which will be sent as a response to the chat and generates a second list of services This action can be repeated until the last listing is no more than 10 services. The user in session will be able to choose the desired service group or service from the generated listings, select the desired service, and click on Send.

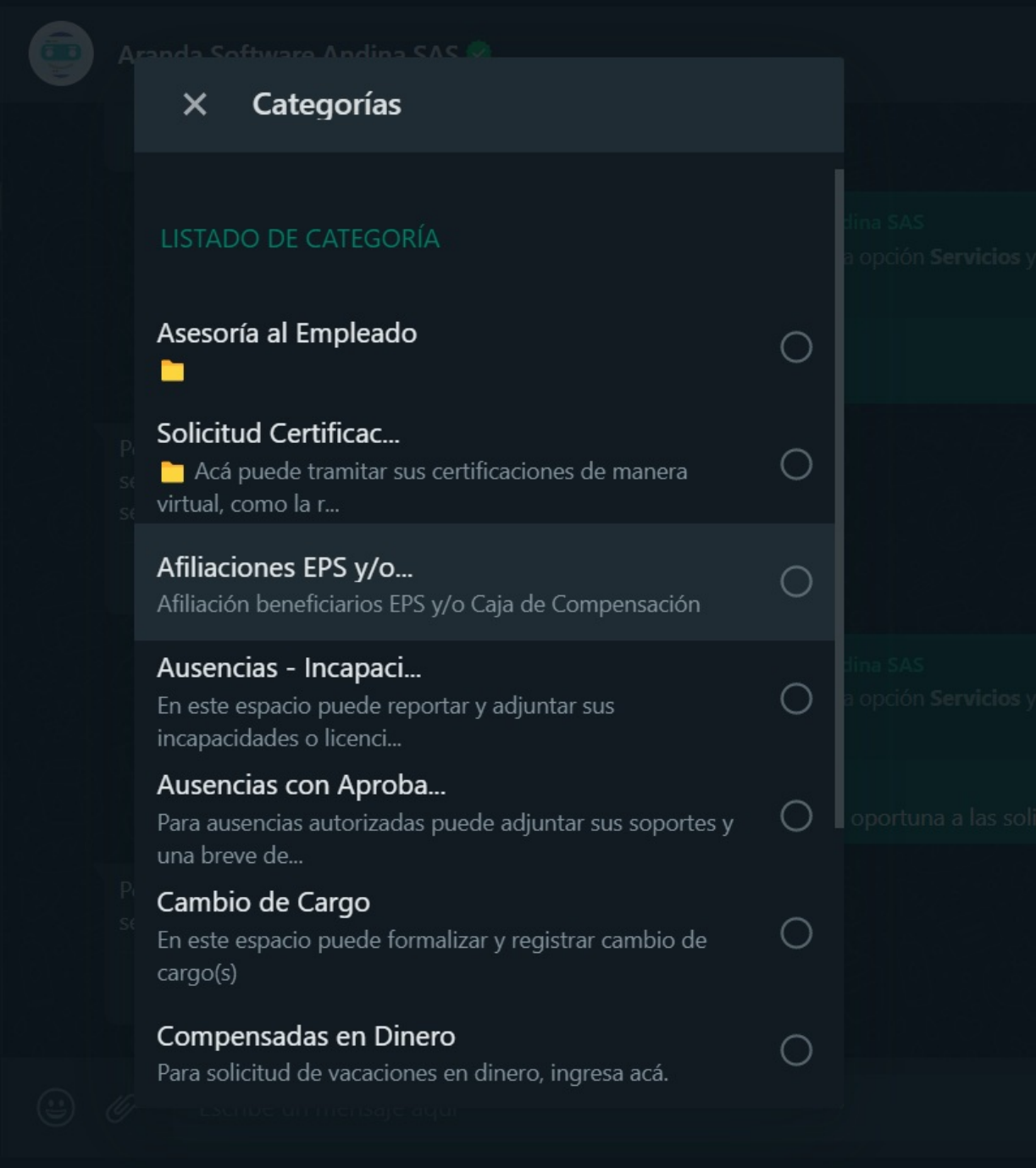
- Note:
- 1 After a service is selected, the Bot does not allow you to change the selection and must send the text Cancel to end the dialogue and start the categorization of the case again.
- 2 If the selected service is not associated with a category, no list is generated and the Bot does not take any action because it is considered bad configuration practices.



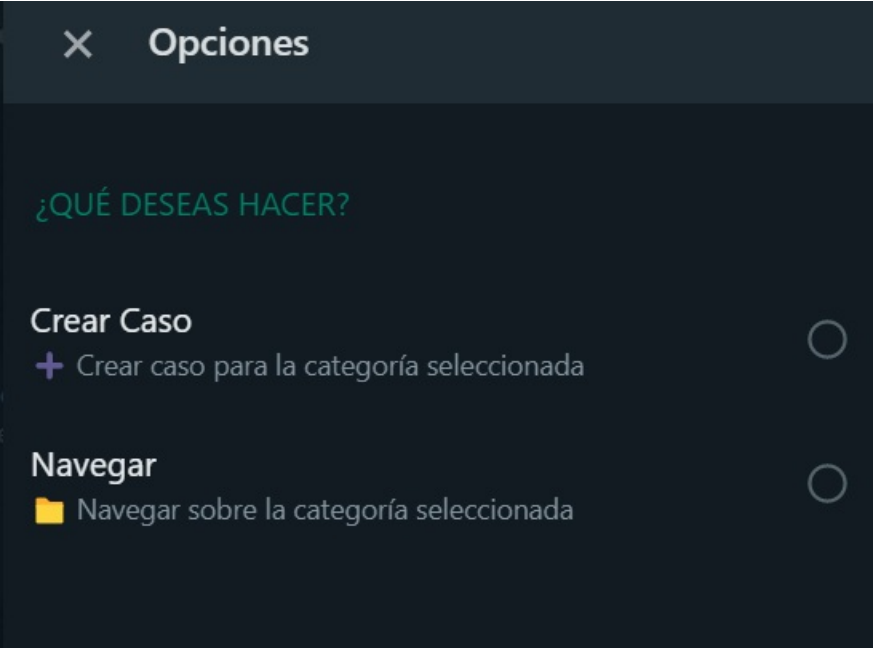
6. The selected service is sent as a reply in the conversation, the Bot returns a message requesting to select the category.



7. When selecting the Categories you will be able to view the list of categories related to the selected service and associated with the user; If the number of categories is greater than 10, the behavior is similar to that of the previous steps. Select the desired category and click Send.

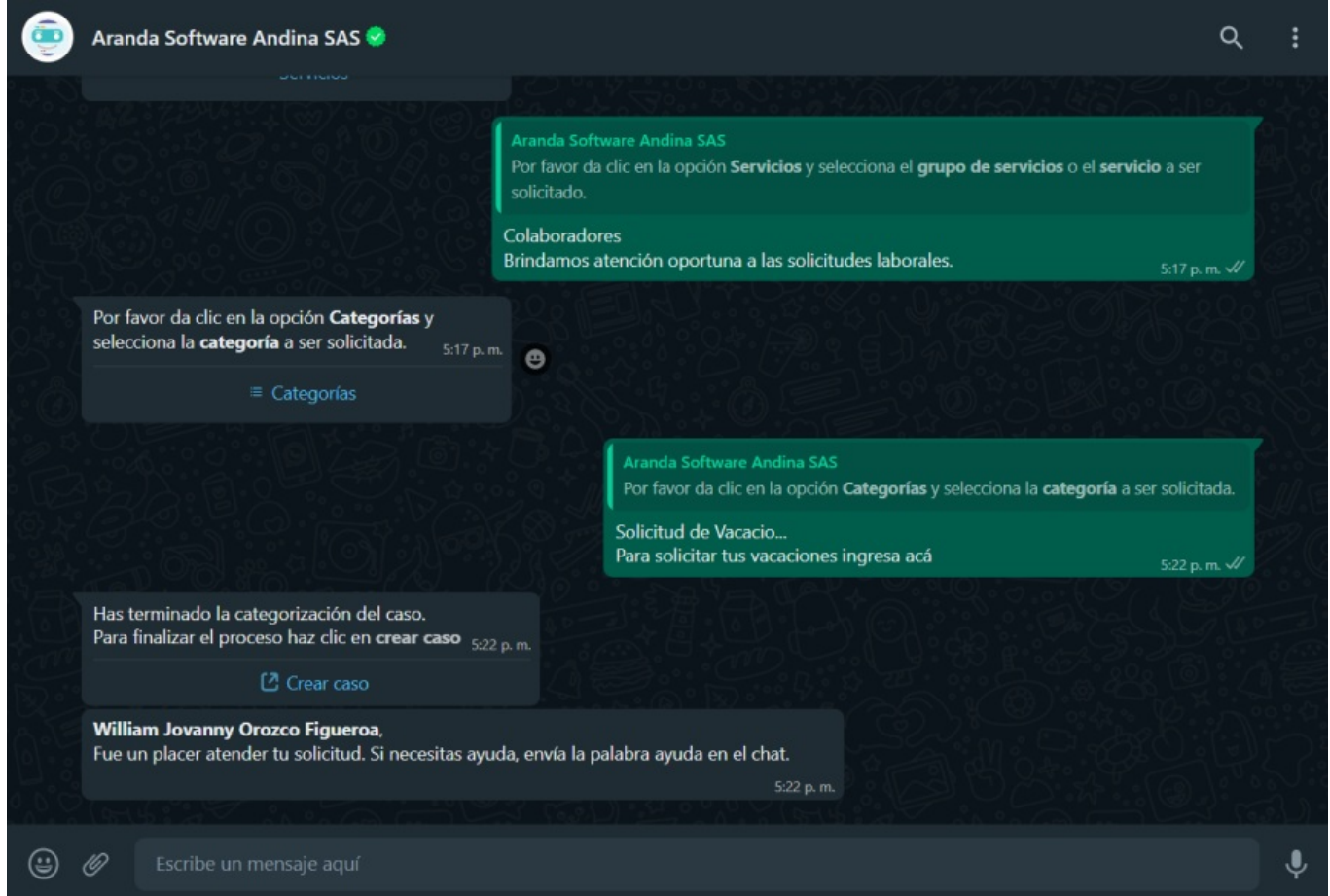


If the defined category has a related operating model, is active, and has subcategories associated with it, the user will be able to view and choose between two options; Continue exploring the category tree or create a case on the selected category.



8. The selected category is sent as a reply in the conversation, the Bot will display a message notifying that the categorization of the case is finished and asks to click on the link or button Create Case if you have the custom template set up.

- 📌 Note:
- 1 The confirmation message must match the one configured when creating the custom template – Create Case. [View Template Creation - Create Case](#).
 - 2 If the Bot responds with the message Create unidentified case template, contact the Administrator, validate that the template configuration is in an active state [View Configuration Template Status](#) and/or that the name assigned to the custom template matches the one entered in the [Application configuration in the Bot environment](#) in the Create Case Template field.



9. If you have a custom template, selecting the Create Case, a new window opens with the form to create the case.

Configuración Avanzada

Pais(*)

Seleccione

Fecha Inicio de Vacaciones(*)

d/m/a

Fecha Terminación de Vacaciones(*)

d/m/a

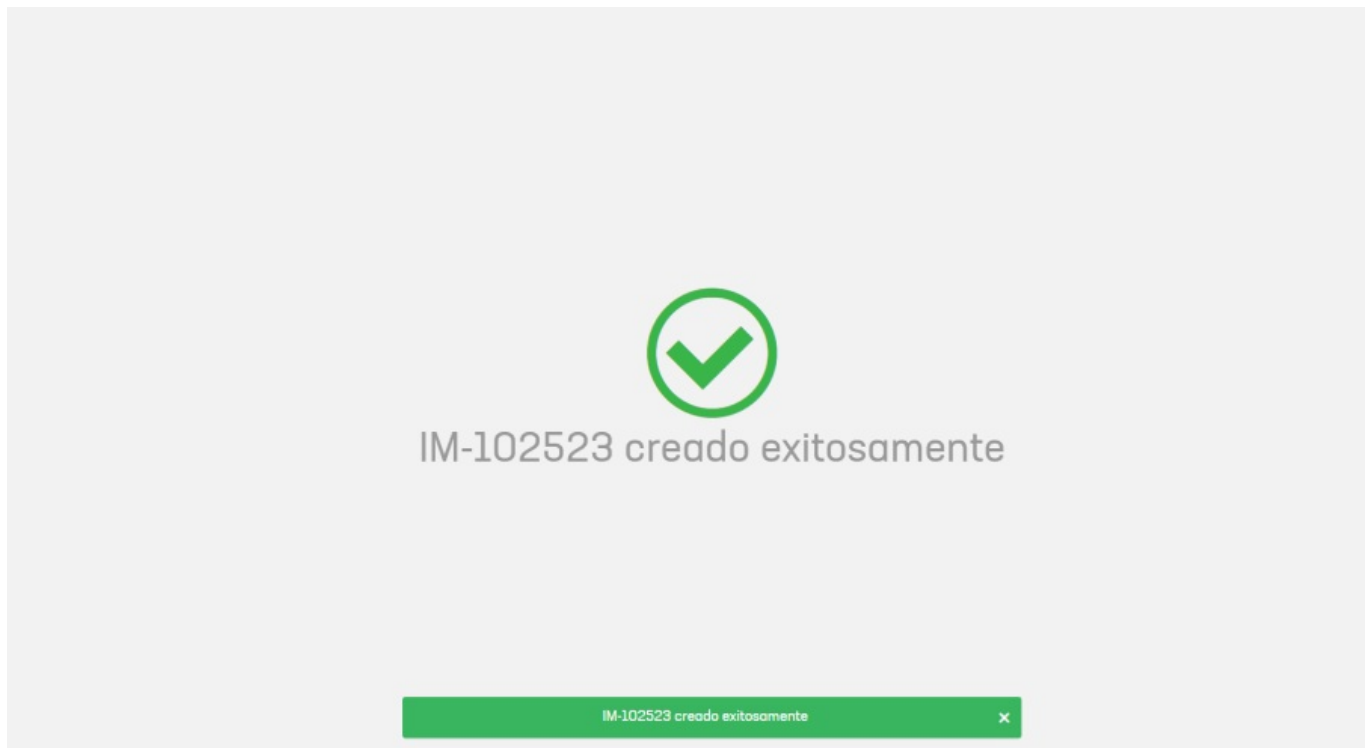
Días Hábiles Solicitados(*)

Fecha en que ingresa a retomar labores

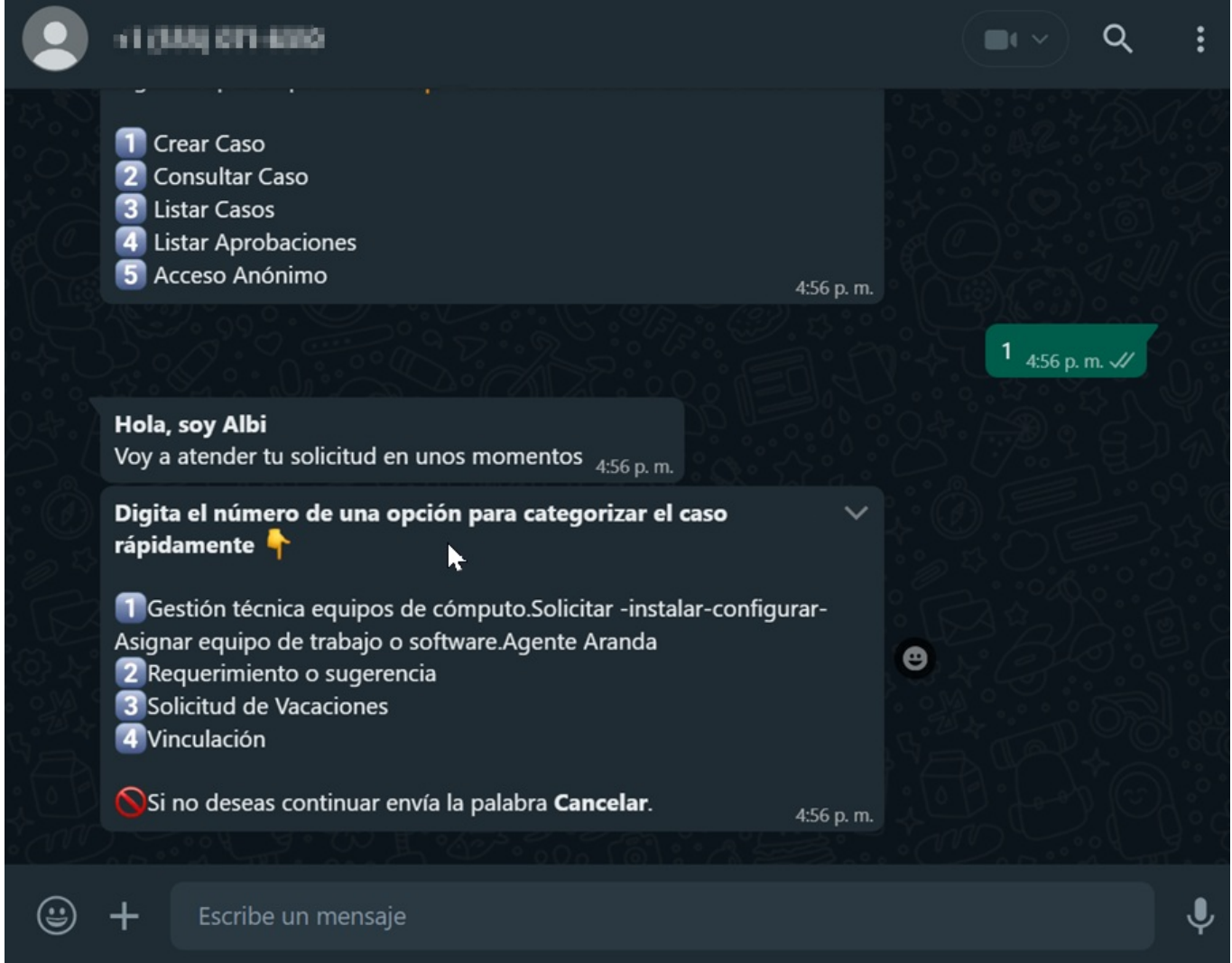
d/m/a

Crear caso

10. Fill out the required information on the case form and click on the Create Case. When you finish, you will be able to display a message confirming the creation of the case and the number of the created case.

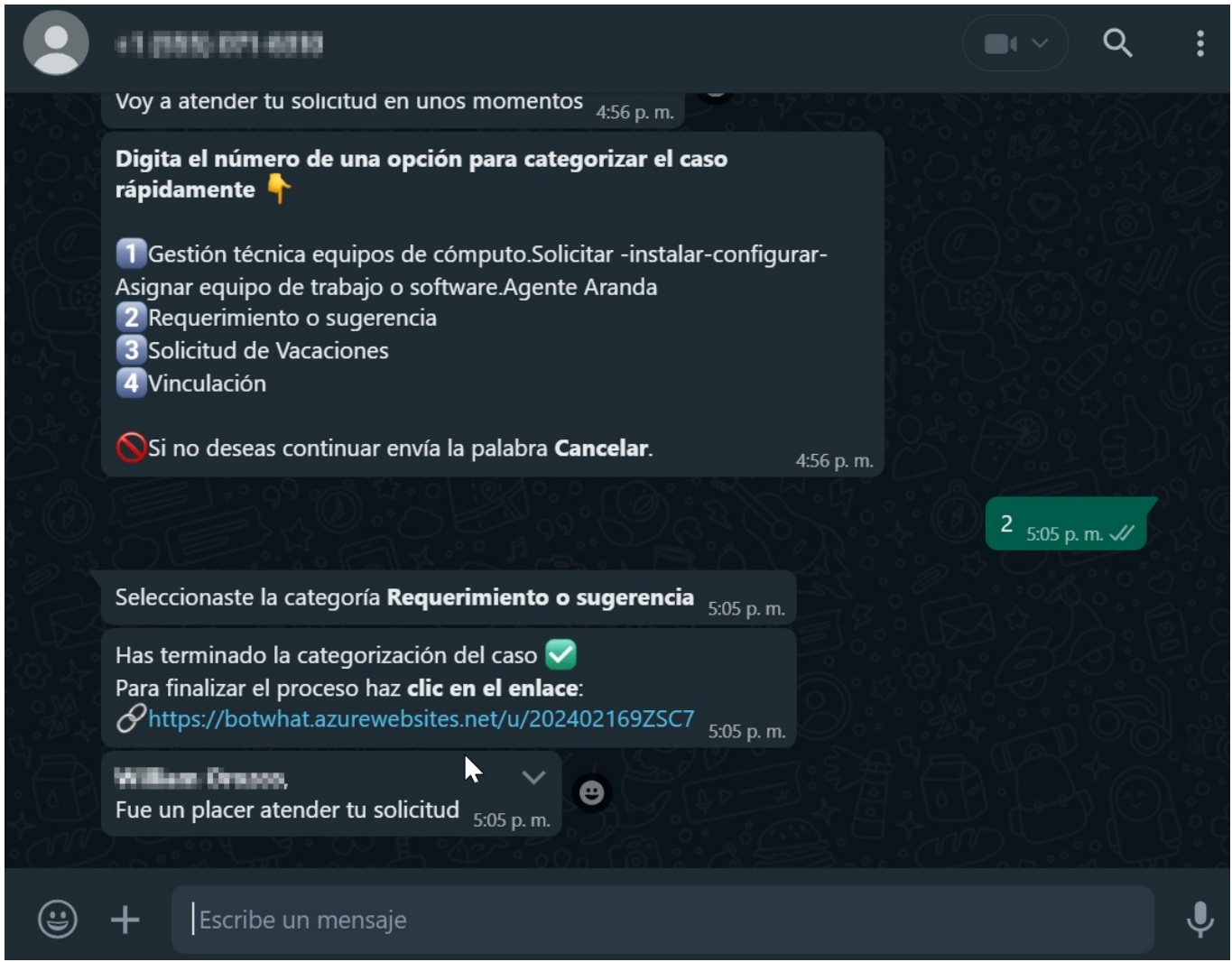


10. If you have the option “Use category quick links” in the [Bot customization](#); when selecting the Create Case, the bot will display a welcome message and ask you to select the number from one of the the list of categories.



Note: To generate this list, the Bot validates that the user is associated with the configured service(s) in the categories that have the box enabled “Category in the Home of users” on the administration website (ASMSAdministrator). See [Services](#)

11. The Bot receives the response sent by the user and returns a message notifying the selected category and informing that the categorization of the case has been completed. Then, ask to click the link or button “Create Case” if you have a custom template set up.



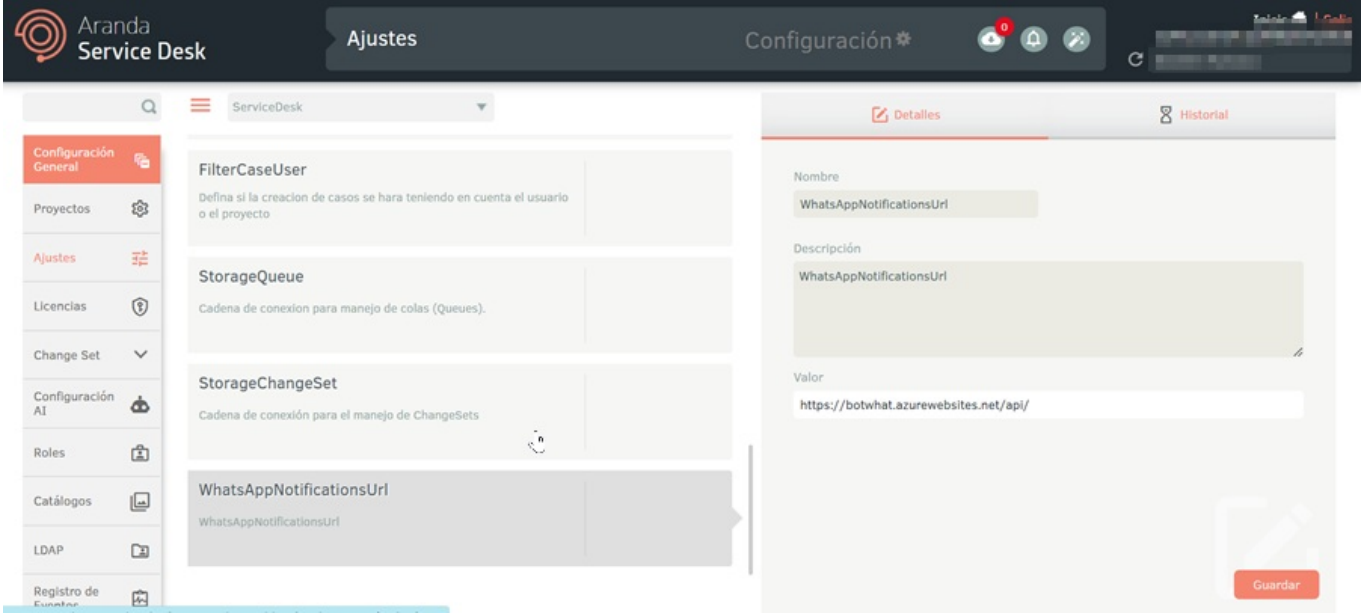
Automatic categorization

Automatic categorization of cases requires having the option enabled “Enable automatic categorization” in the customization of the bot. [View Custom Bot Settings](#)

Preconditions for Extraction of Additional Fields

- Corresponding URL configuration is required for additional field extraction. Access the administration console (ASMSAdministrator), in the General Settings / Settings locate the WhatsAppNotificationsUrl parameter and define the URL as follows:

https://albiwsp.arandasoft.com/api/



If you have your own implementation of the bot, define the corresponding URL.

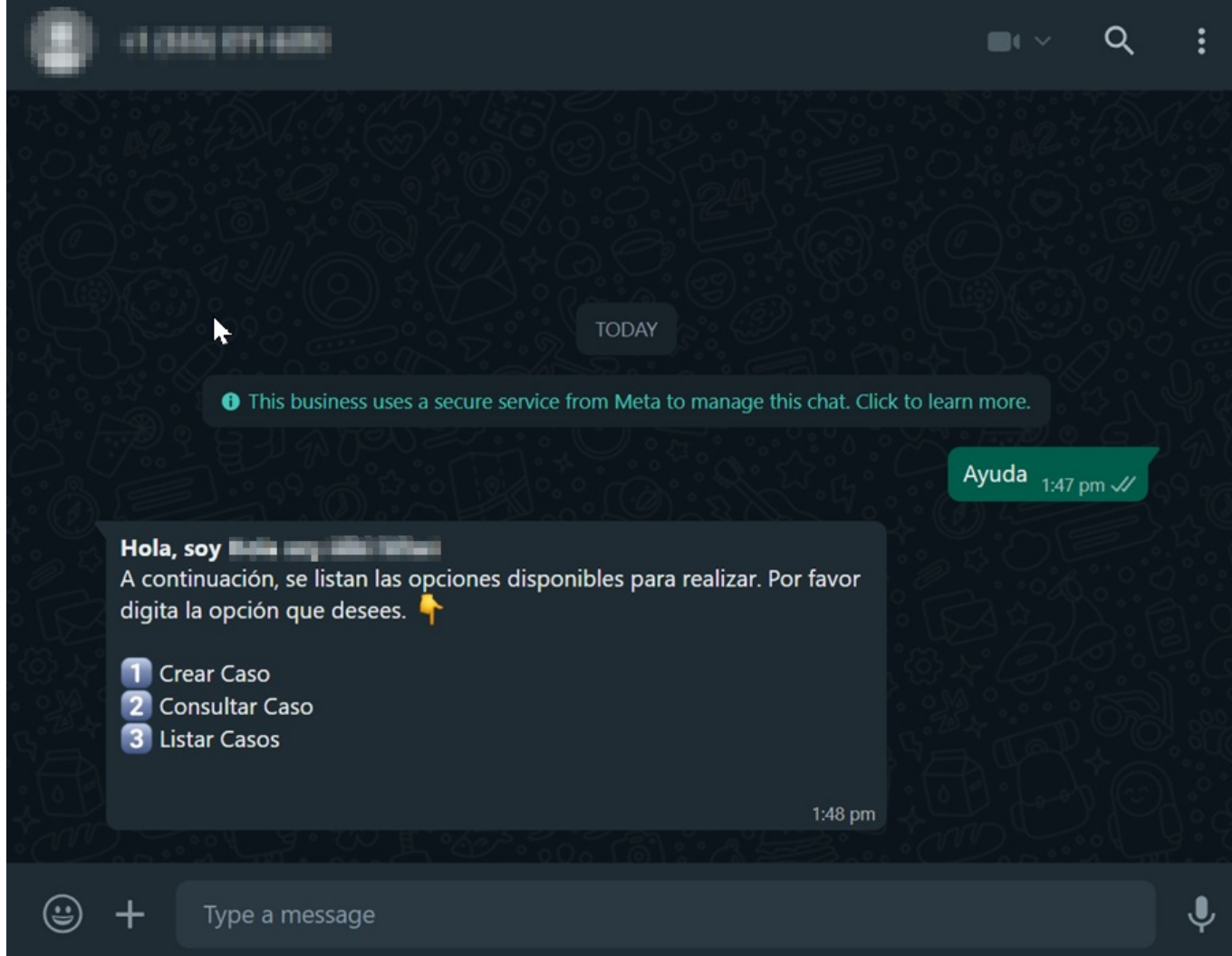
- The following table details the data types that are authorized for extracting values for additional fields.

Allowed	Not allowed
Short text	File
Time and date	Link
Paragraph	Position
False or True	Multiple Choice
Whole	Button
Decimal	
Date	
Time	
Coin	
Tree	
List	
Catalog (list)	
Catalog (tree)	

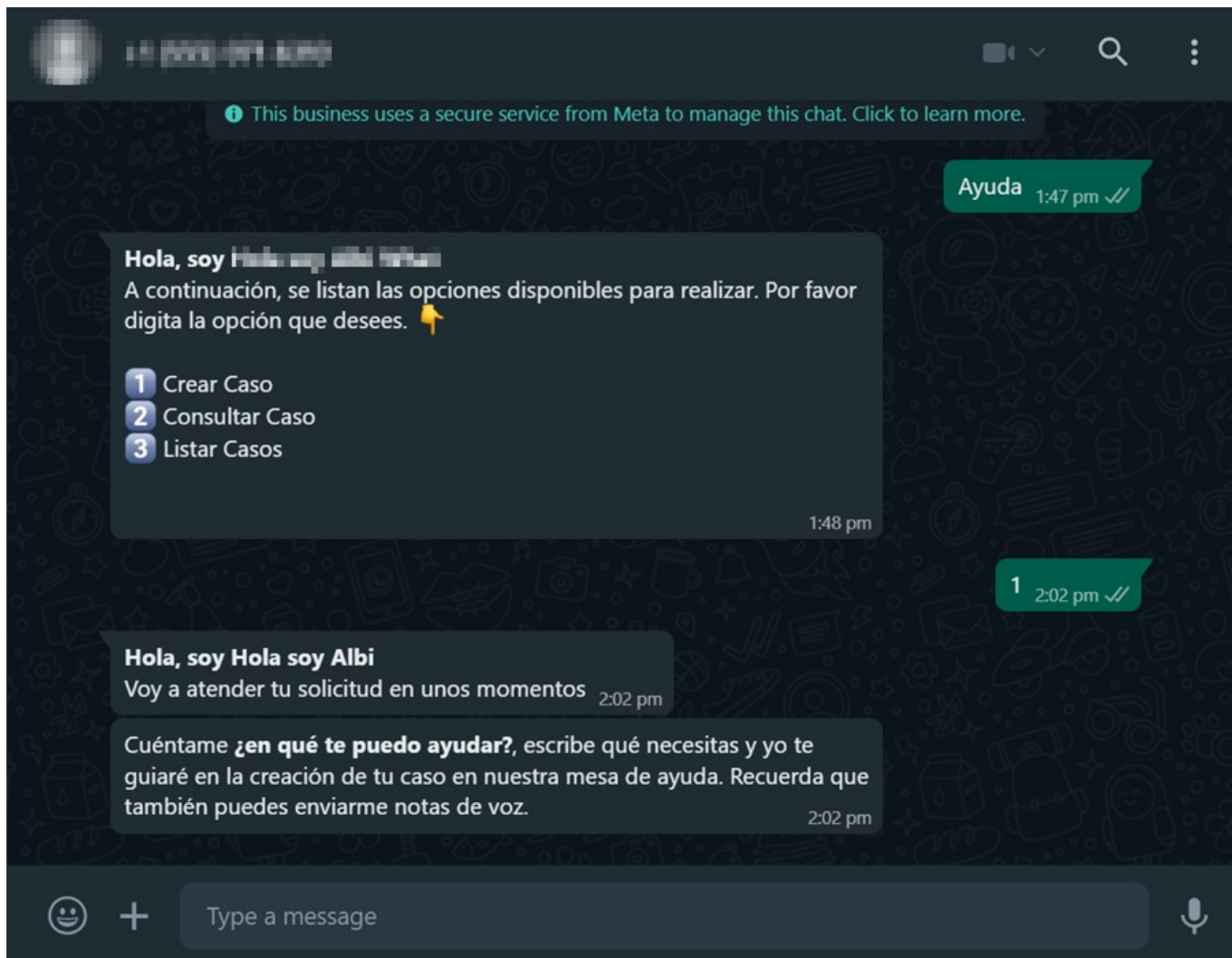
- Extraction or request of values for additional fields will not be carried out if the category on which the case is classified has 12 or more additional fields enabled of the allowed types.
- In the event that the category on which the request is classified has mandatory interface fields other than “subject” and “description”, the extraction and request of values for additional fields will not be executed.
- In situations where there are additional fields of disallowed types and these are mandatory for the category to which the case is classified, the extraction and request of additional fields will not be carried out.
- If an additional field such as list and/or tree has more than 100 values associated with it, the extraction of values for that field will be discarded.

Case creation

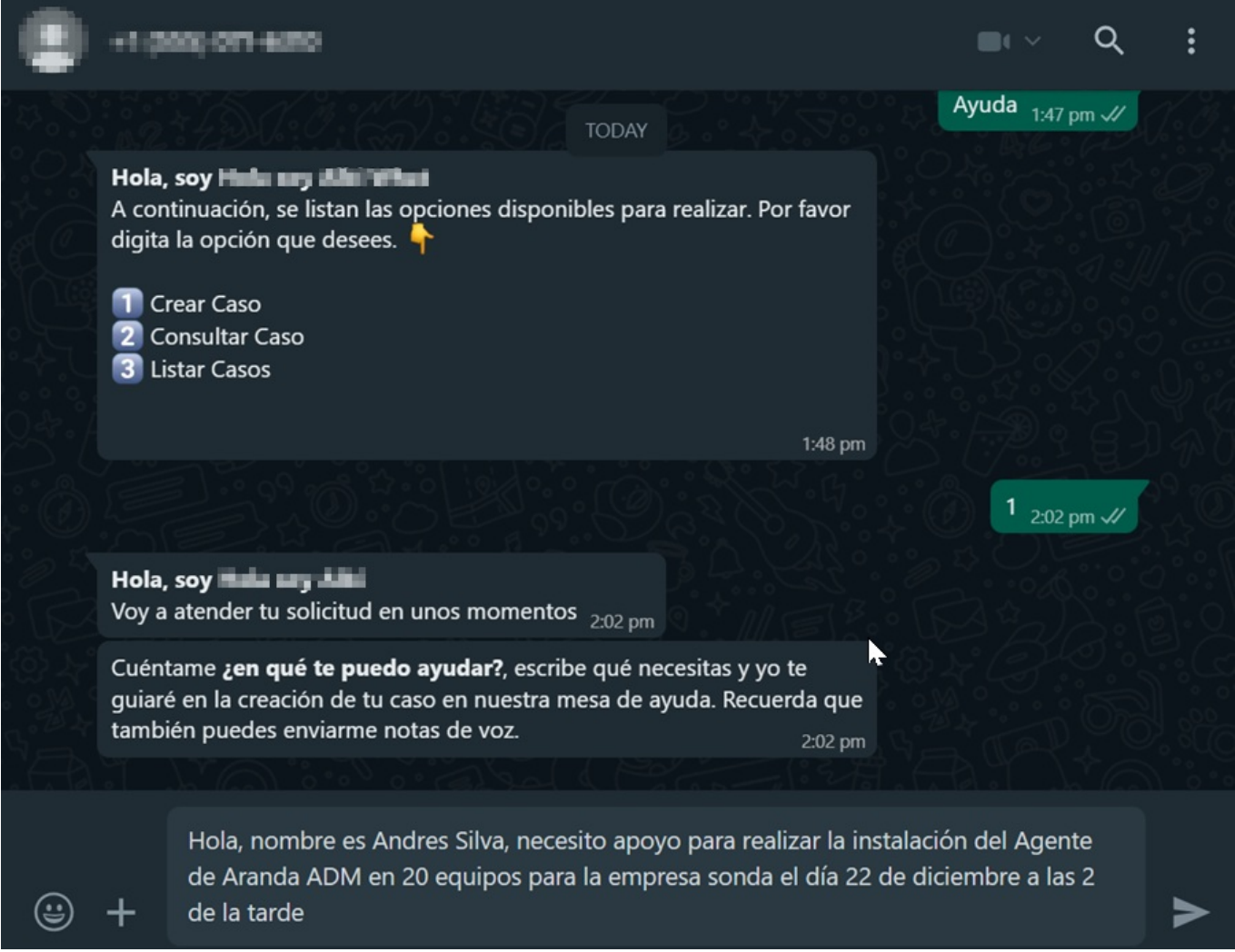
1. From the WhatsApp web or mobile application, start the chat with the Bot’s contact number, invoke it by typing “any text”; the Bot will respond with a greeting message and the available options are listed, Choose the option “Create Case”.



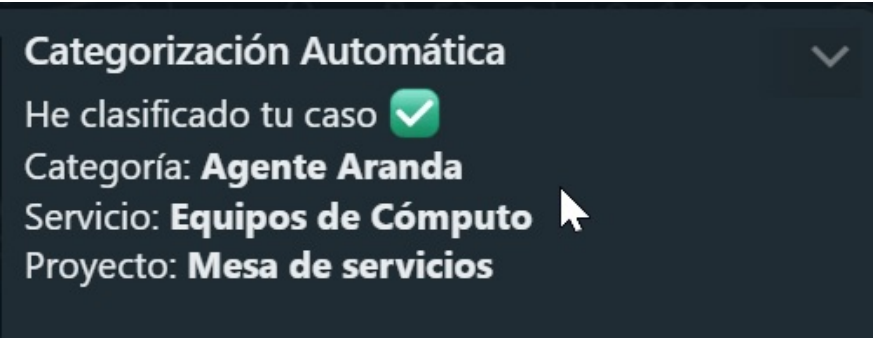
2. The bot will display a greeting message and prompt you to type in the request.



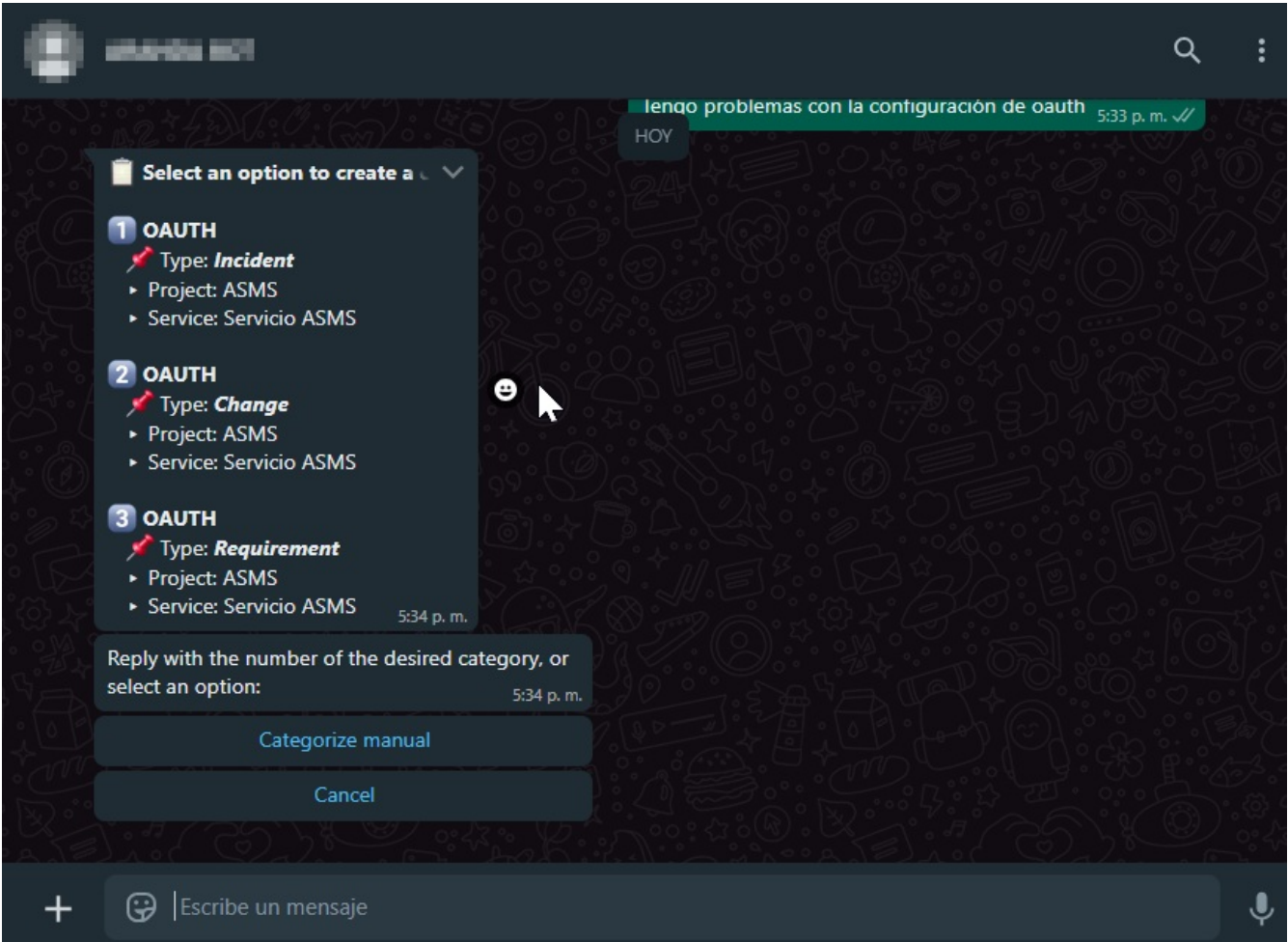
3. Type in the request or send a voicemail.



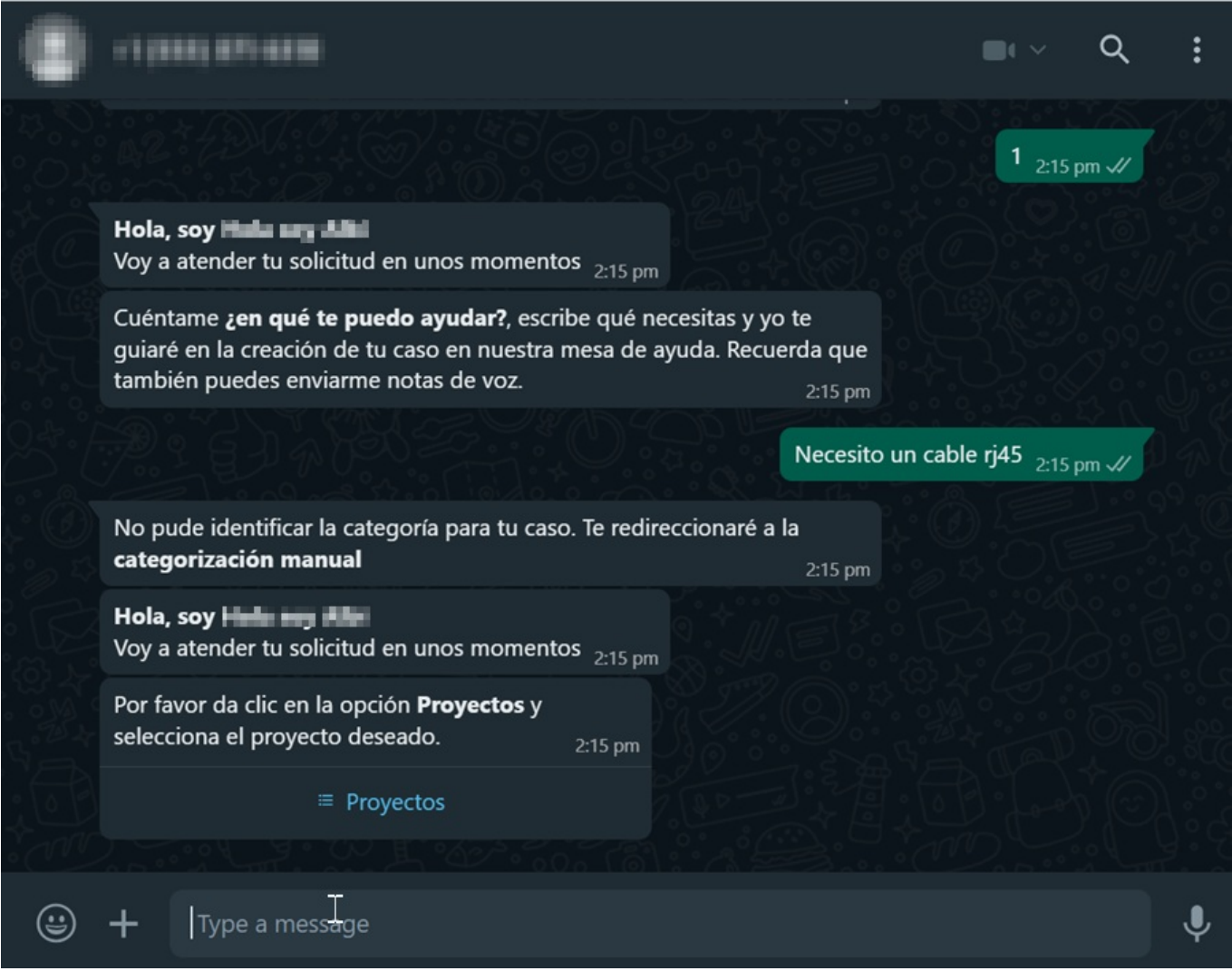
4. The bot evaluates the request sent by the user and automatically classifies the case.



If auto-categorization is configured with the model type wizard and the bot identifies more than one category to classify the case, up to three category options will be presented, with the case type, for the user to choose the most appropriate one.

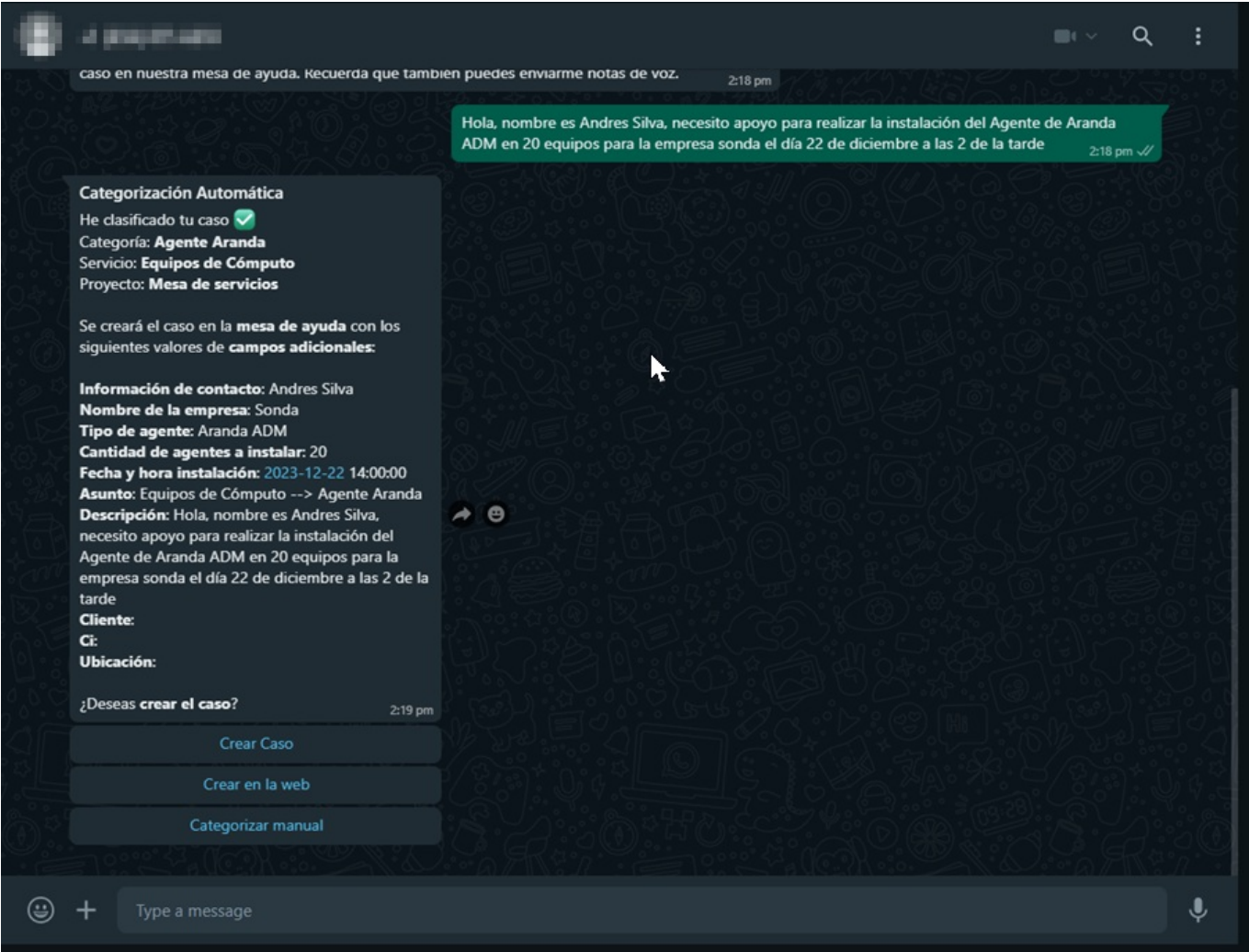


If the bot fails to interpret the request sent by the user, it will redirect them to manual categorization.

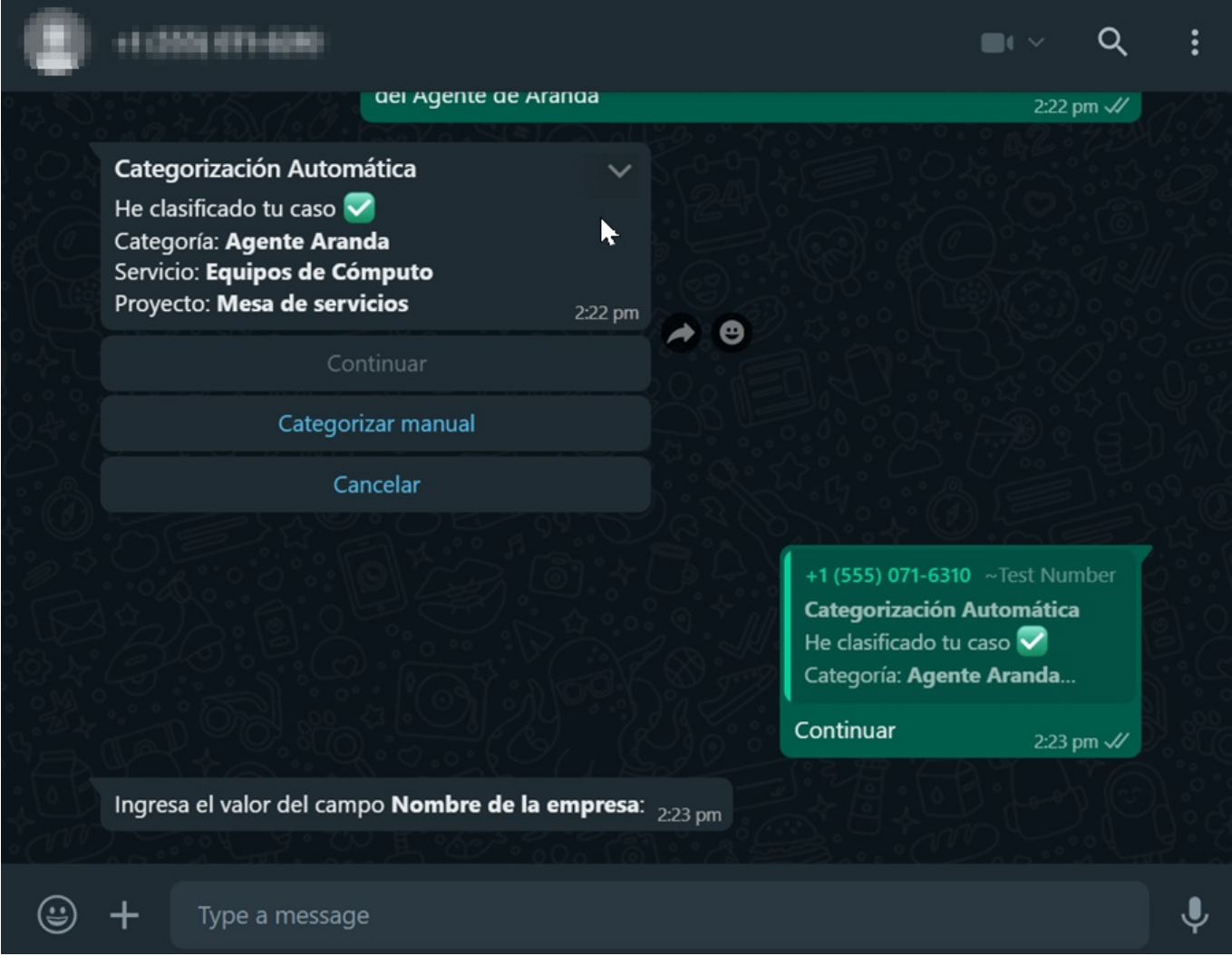


Remarks:

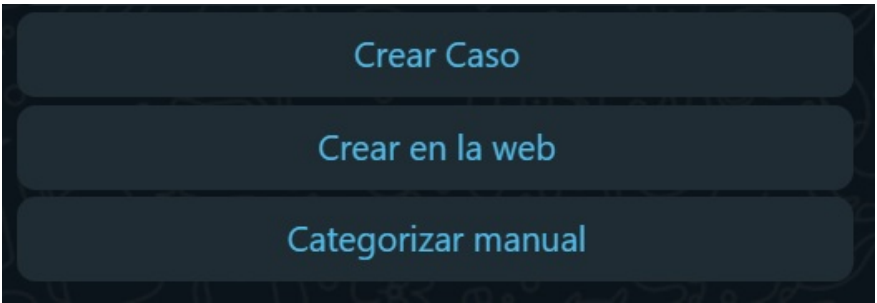
- If the “Extraction of additional fields” is enabled in the bot’s custom settings and is extracted all the values necessary for the creation of the case, a card will be presented that will summarize the information extracted.



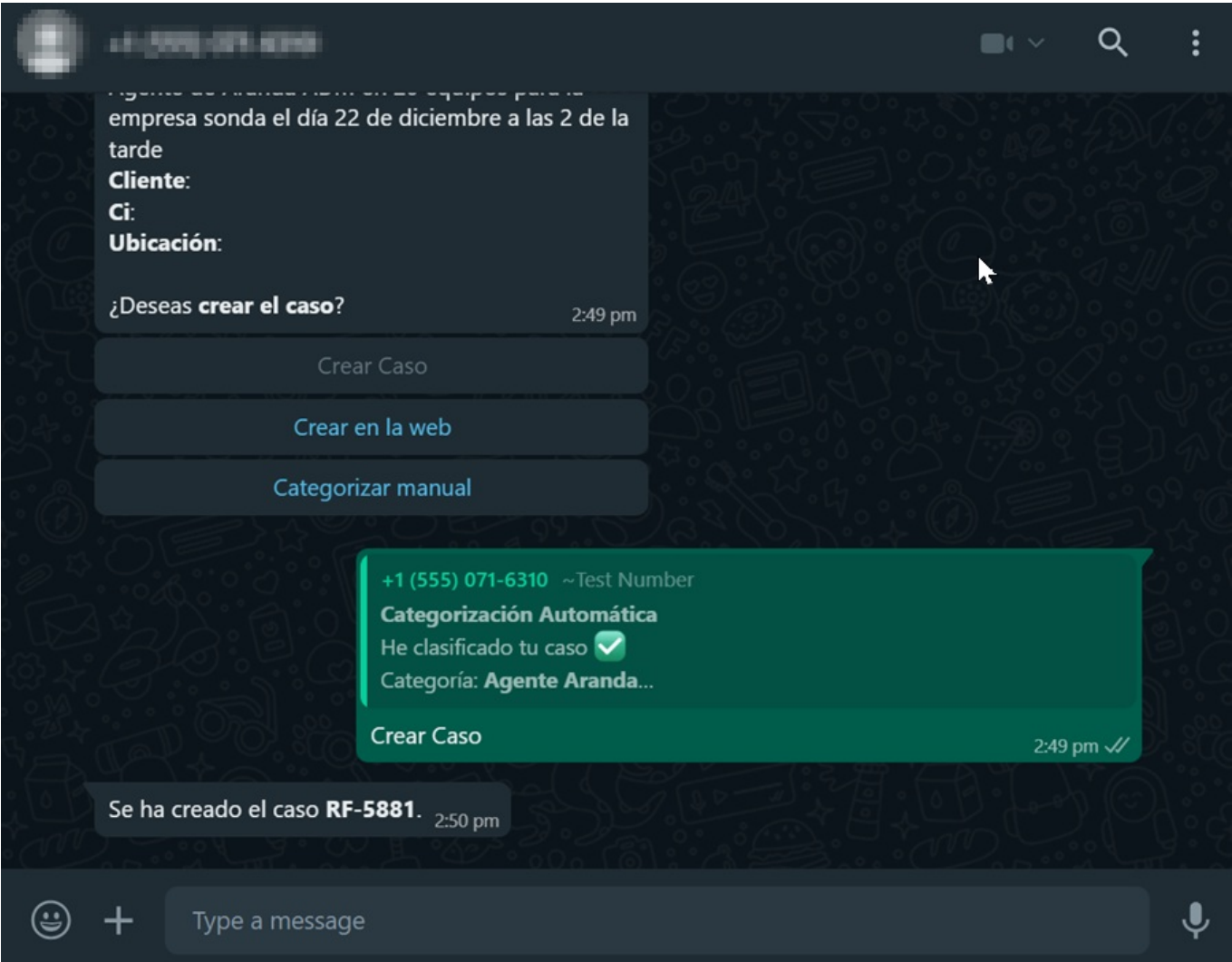
- In the event that it is not possible to extract all the values necessary for the creation of the case, and if the function “Ask the user for missing additional fields” is enabled, the bot will display the “Continue” and clicking will prompt the user to fill in the corresponding values for the additional fields of type allowed.



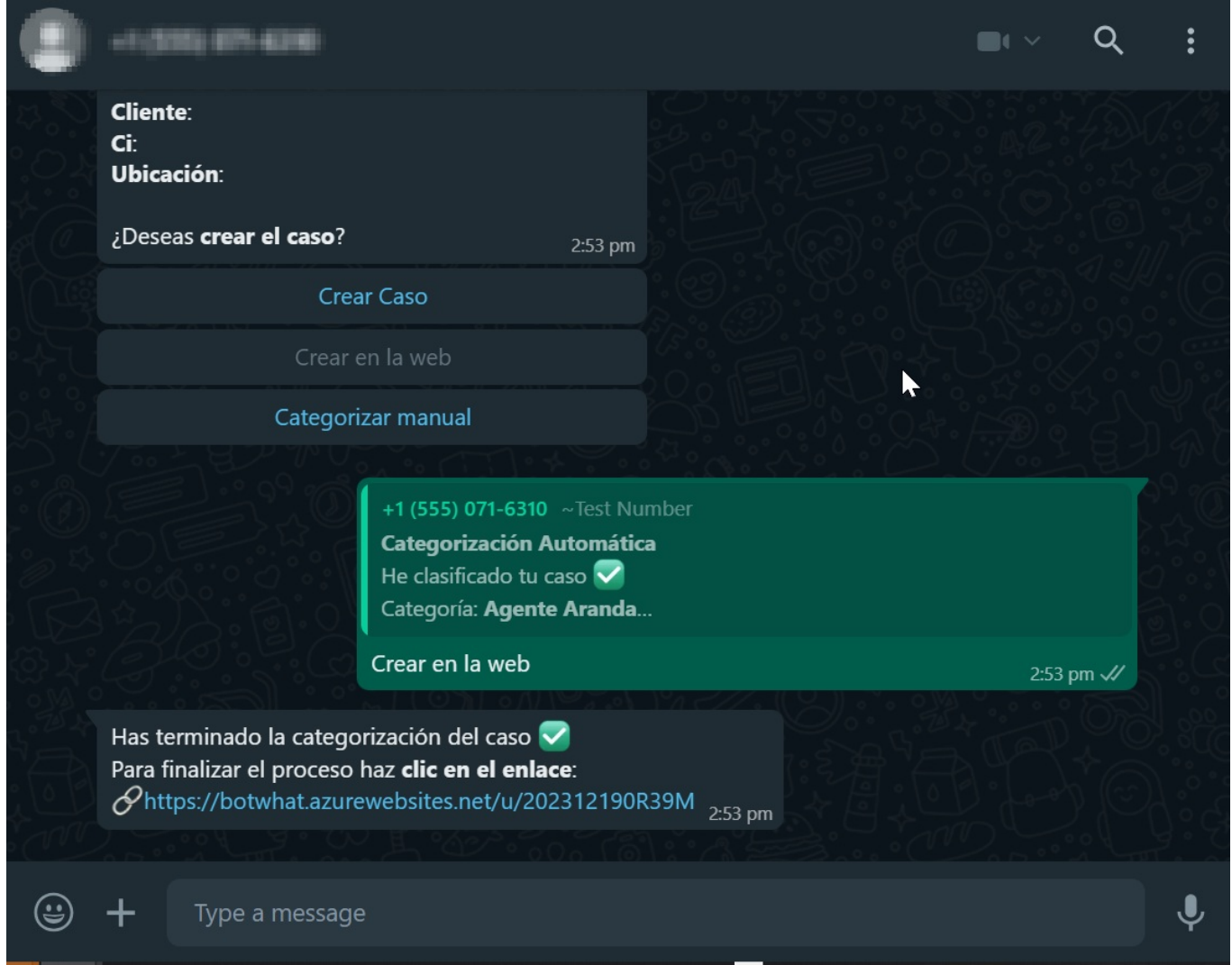
5. After categorizing the request and filling in the values for the additional fields, three buttons will be displayed:



- Create Case: Clicking will create the case and the bot will return the request number.



- Create on the web: In case you want to modify any value of the extracted information, by clicking on this button, The bot will prompt you to click the link or button “Create case”.



Click “Create Case” or in the “link”. The case creation form containing all the extracted information will be displayed.

Configuración Avanzada

Ubicación

Digite por lo menos una letra o tecla espaciadora

Descripción

A

B

I

U

Hola, nombre es Andres Silva, necesito apoyo para realizar la instalación del Agente de Aranda ADM en 20 equipos para la empresa sonda el día 22 de diciembre a las 2 de la tarde

Información de contacto

Nombre de la empresa

Andres Silva

Sonda

Tipo de agente

Cantidad de agentes a instalar

Aranda ADM

20

Fecha y hora instalación

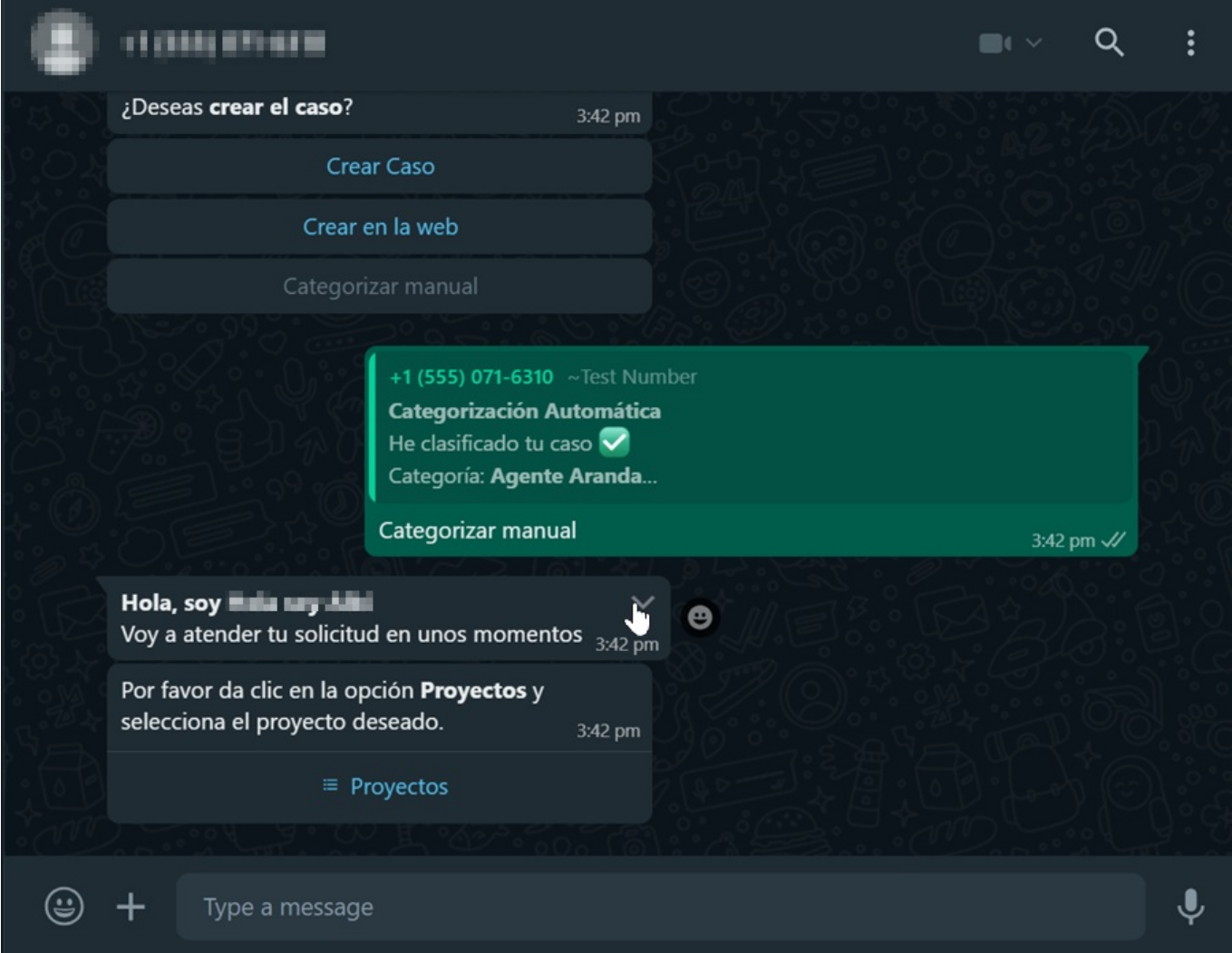
22/12/2023 14:00:00

Crear caso

Make any necessary modifications. By clicking the “Create Case” The request will be generated and provided the corresponding identifier.

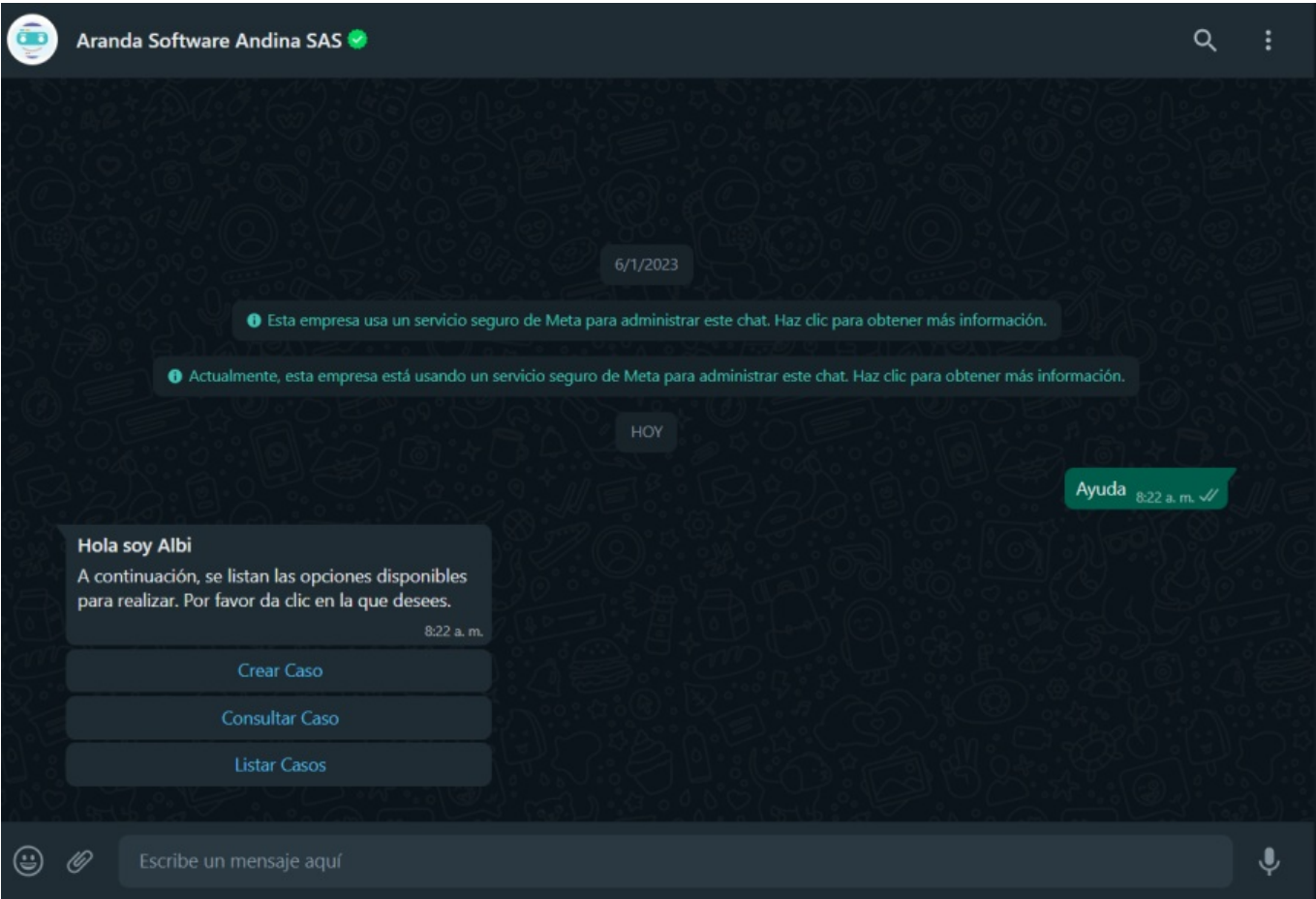


- Go to Manual Categorization: If the request submitted by the user was not classified in the appropriate category, click this button to carry out the recategorization of the case manually.

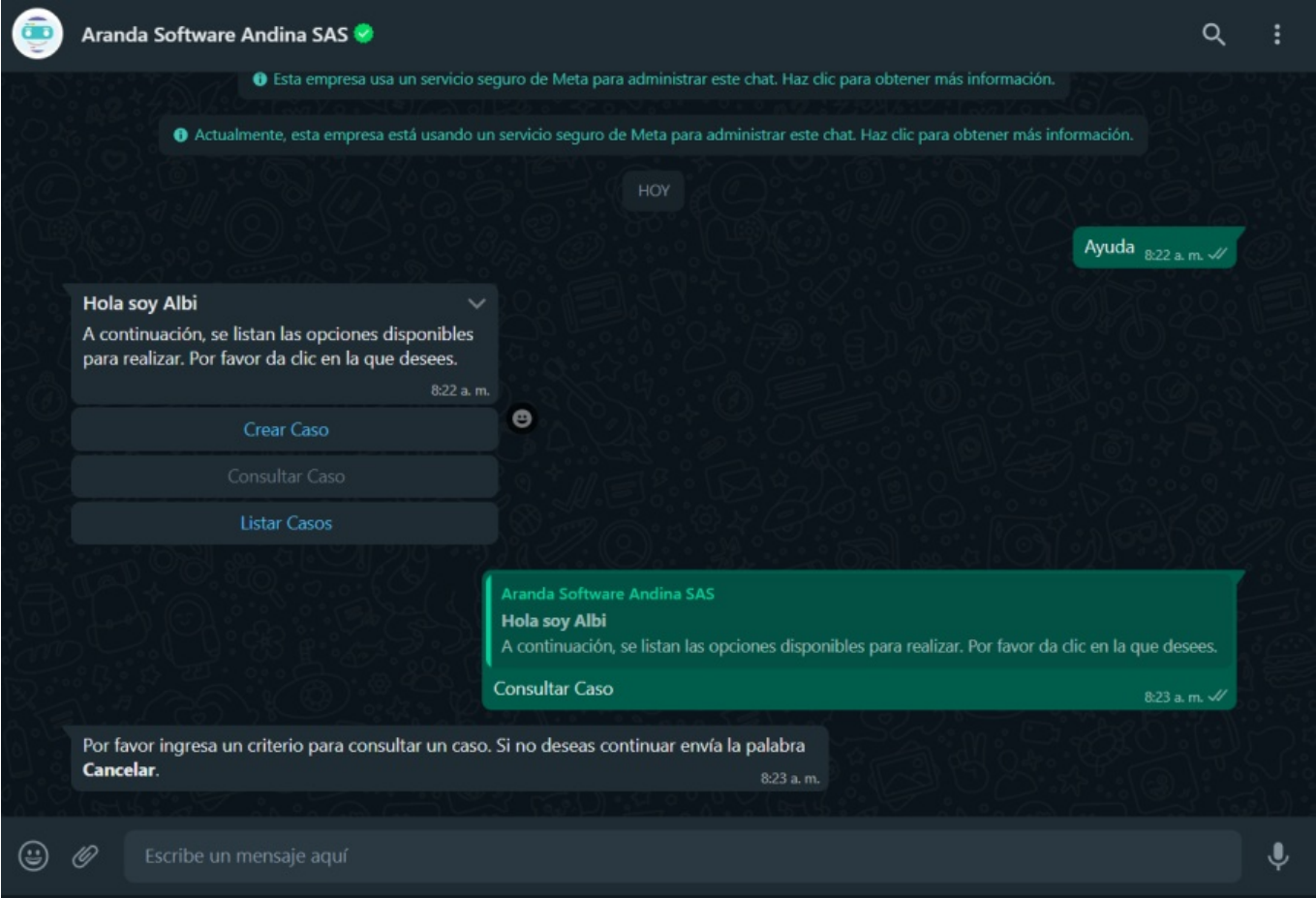


Consult a case

1. From the WhatsApp web or mobile application, start the chat with the Bot’s contact number, invoke it by typing “any text”; the Bot will respond with a greeting message and the available options are listed; Select the option Consult Case.



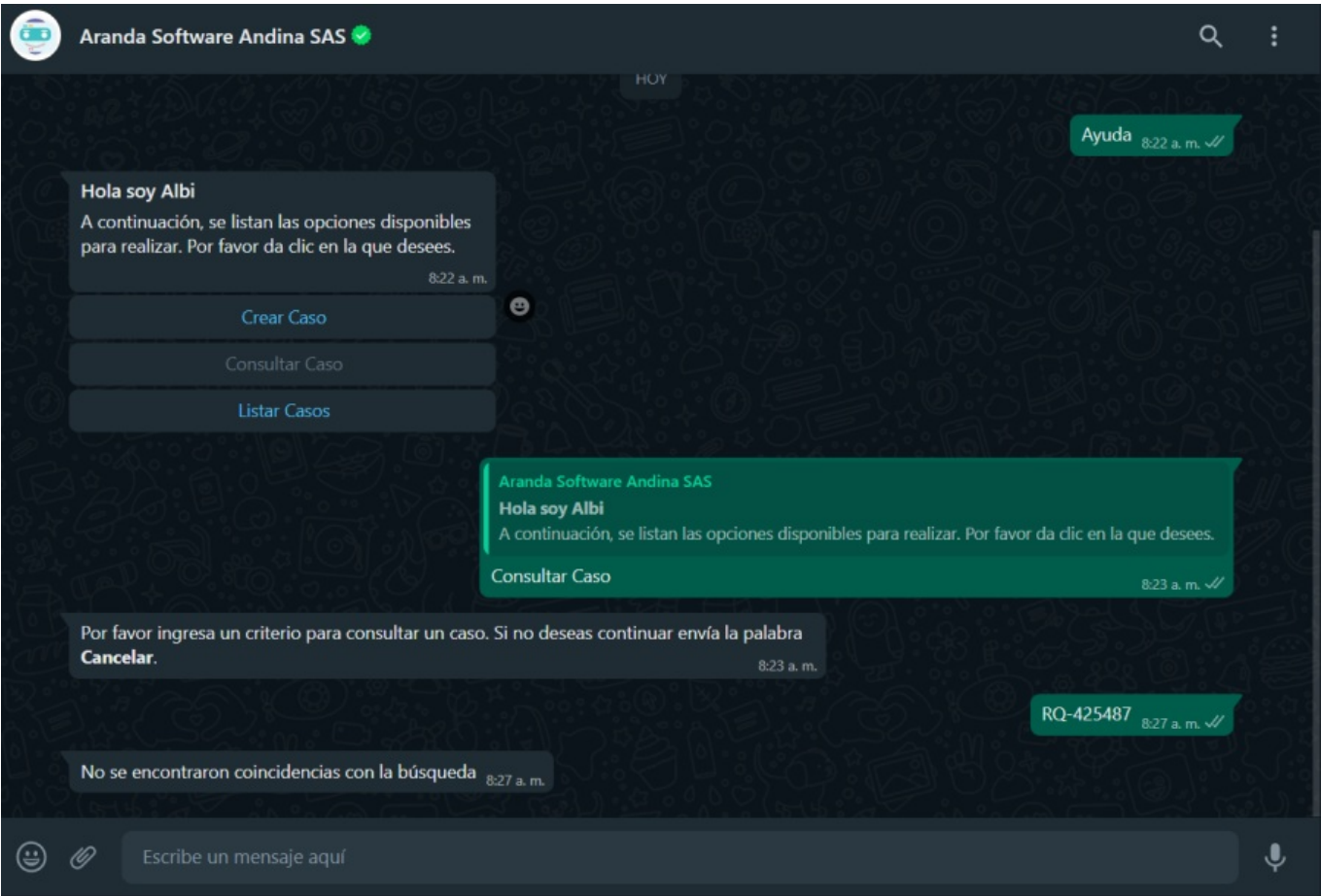
2. The Option Consult Case it is sent as a response to the conversation; the Bot will display a message requesting you to enter a criterion for the query. If you do not wish to continue, you must send the word Cancel.



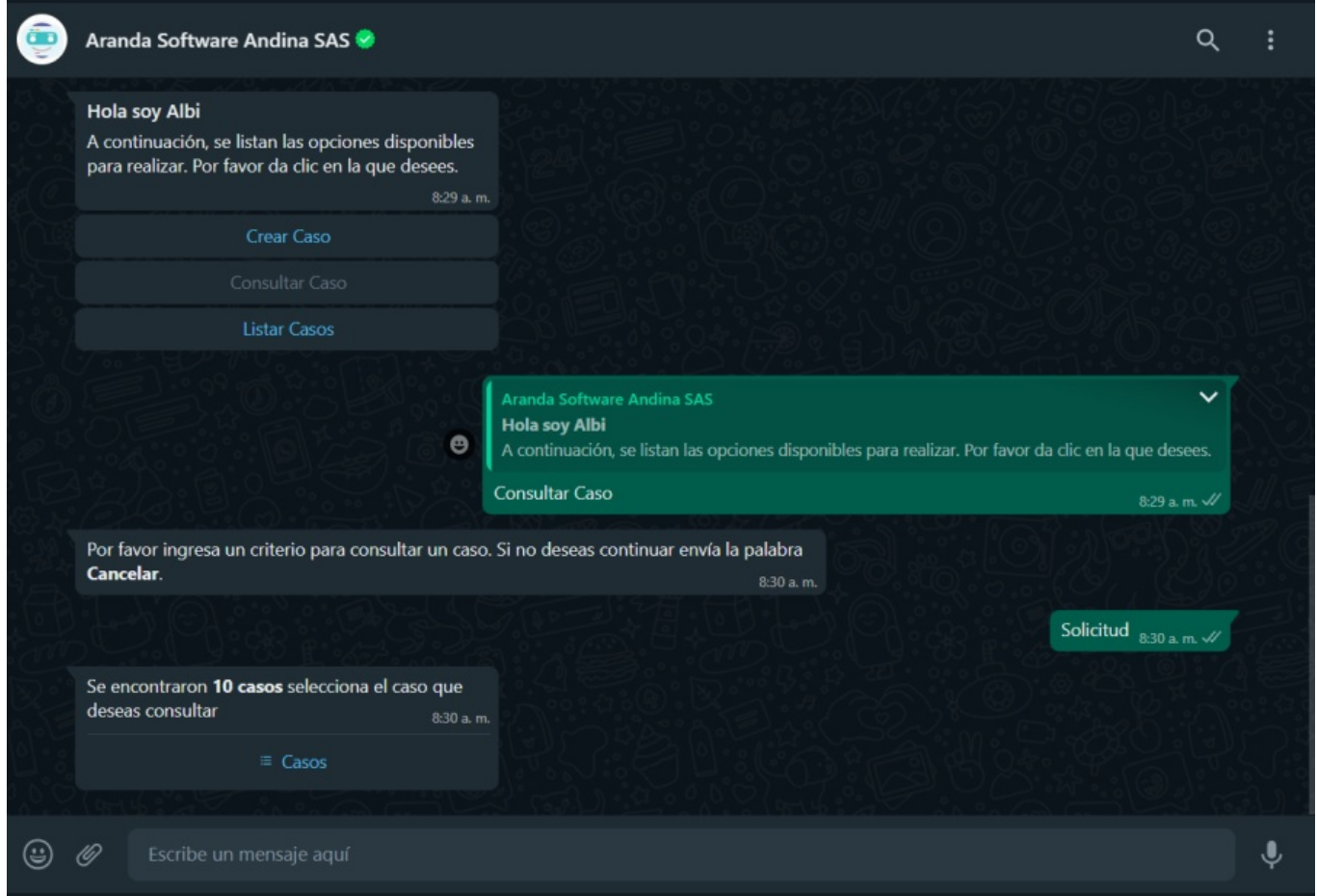
3. Enter the text you want to view and click send. For case searches, the Bot does them taking into account the following operators and fields:

Operator	Description	Consulted Field
LIKE	Find the characters entered	COMPOSEDID (Compound Id)
CONTAINS-ABOUT	Engine omits separators, connectors, stopwords	-Affair - Non-HTML description

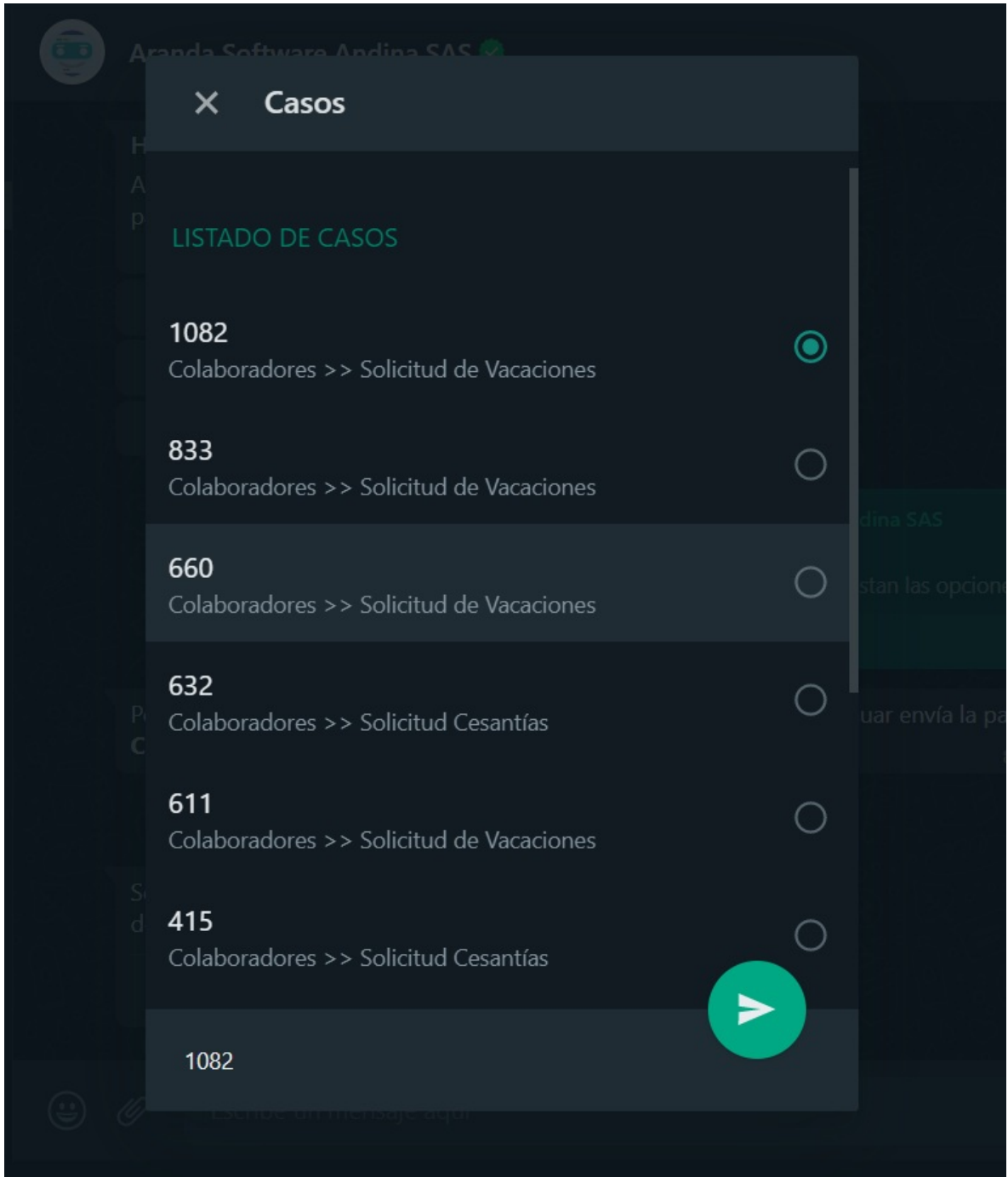
4. If no matches are found for the search criteria entered, the Bot responds to the No matches were found with the search and the Consult Case Ends; You must start again if you want to make the query with a new criterion.



5. When the search result yields one or more matches, the Bot delivers as a response the number of cases found associated with the user with a maximum of 10 cases; The Cases.

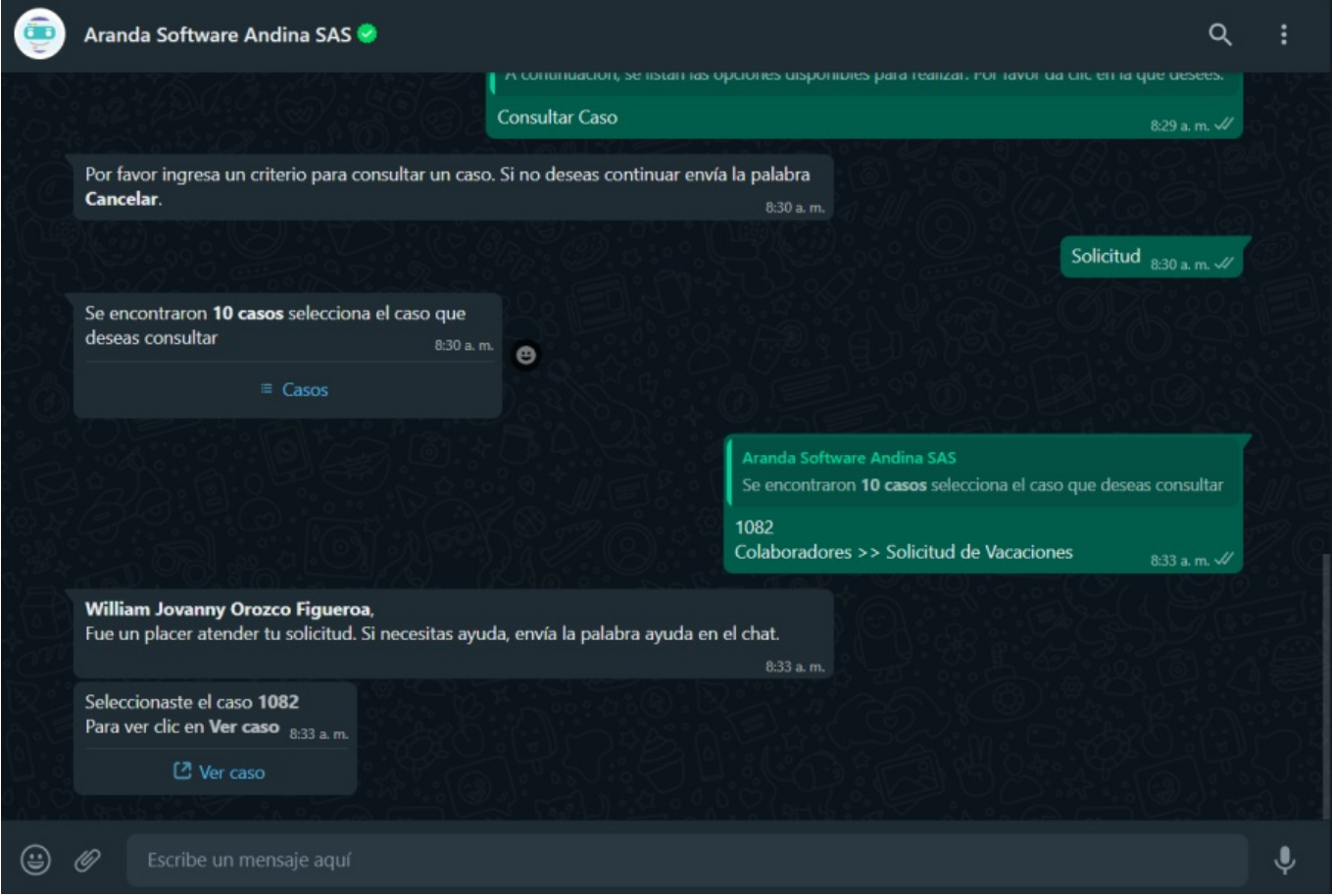


5. You can view the list of cases found (maximum 10 cases), select the case you want to view and click on Send.

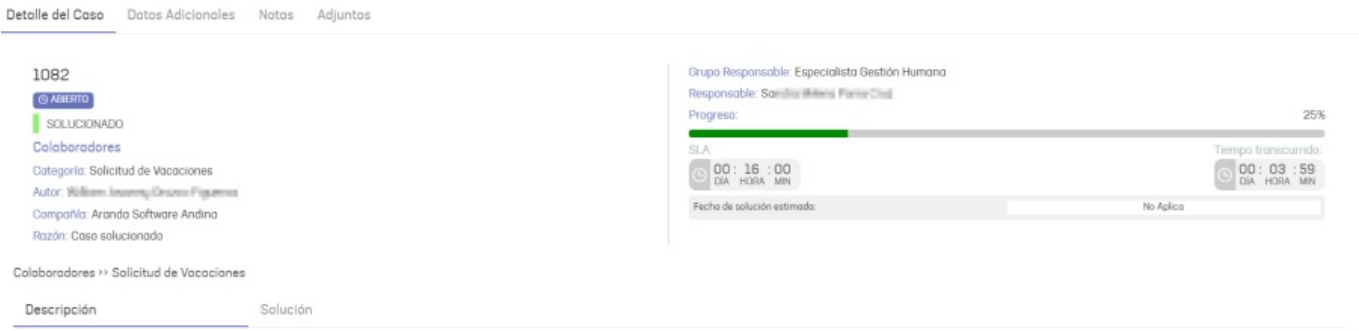


6. The selected case is sent as a reply in the conversation, the Bot will display a message notifying the number of the selected case and asks to click on the link or button View Case if you have a custom template.

- Note:
- 1 The message generated by the bot must match the one configured when creating the custom template - View case [View Template Settings](#).
 - 2 If the Bot responds with the message Template see case not identified, contact the Administrator, validate that the custom template, view case, is in active status [View Configurations Template Status](#) and/or that the name assigned to the custom template matches the one entered in the [Application configuration in the Bot environment](#) in the View Case Template field.

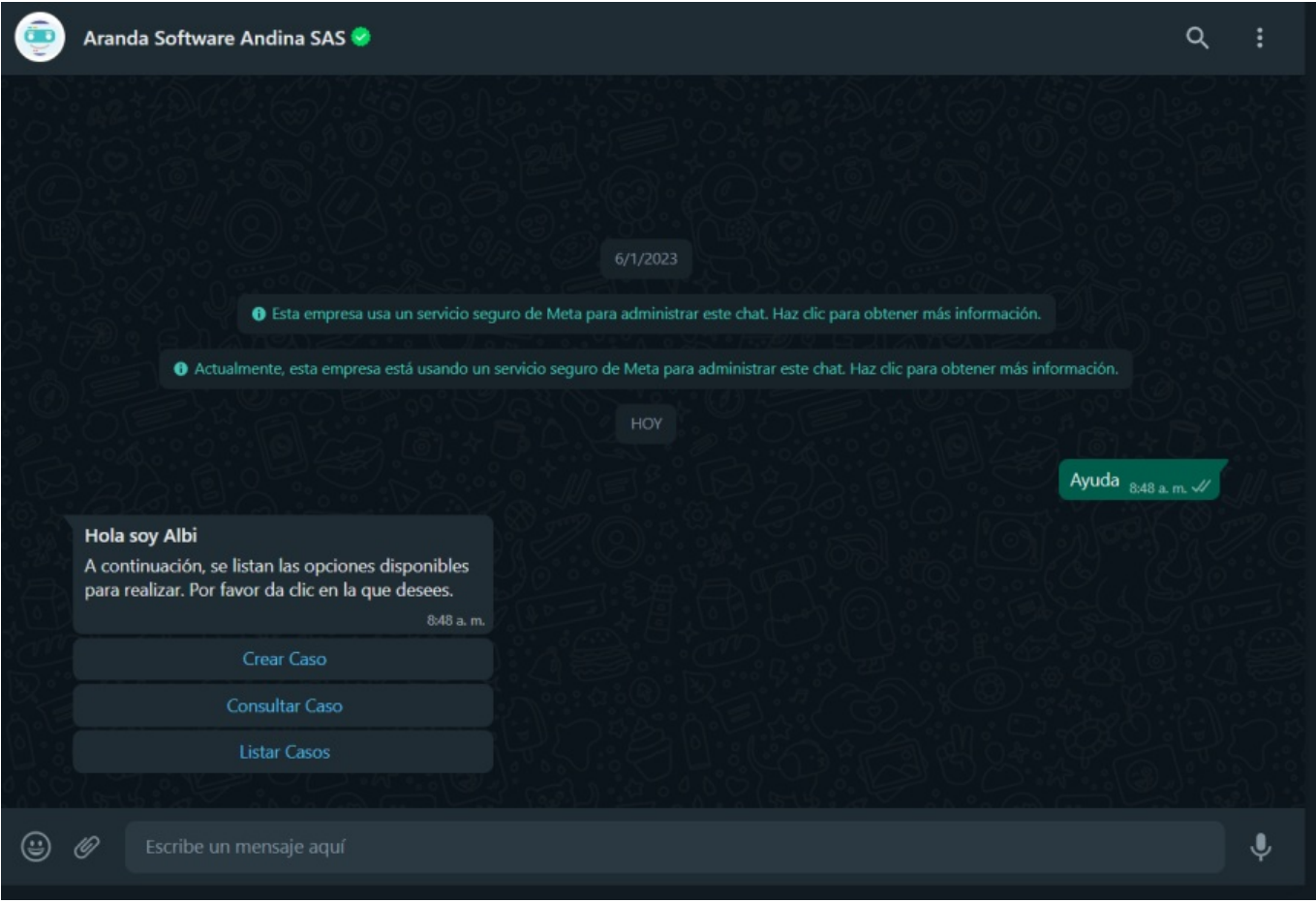


7. If you have a custom template, selecting the View case, a new window opens with the form to view the case; If you have the permissions, you can make changes to additional fields, add manual notes, and attach files.

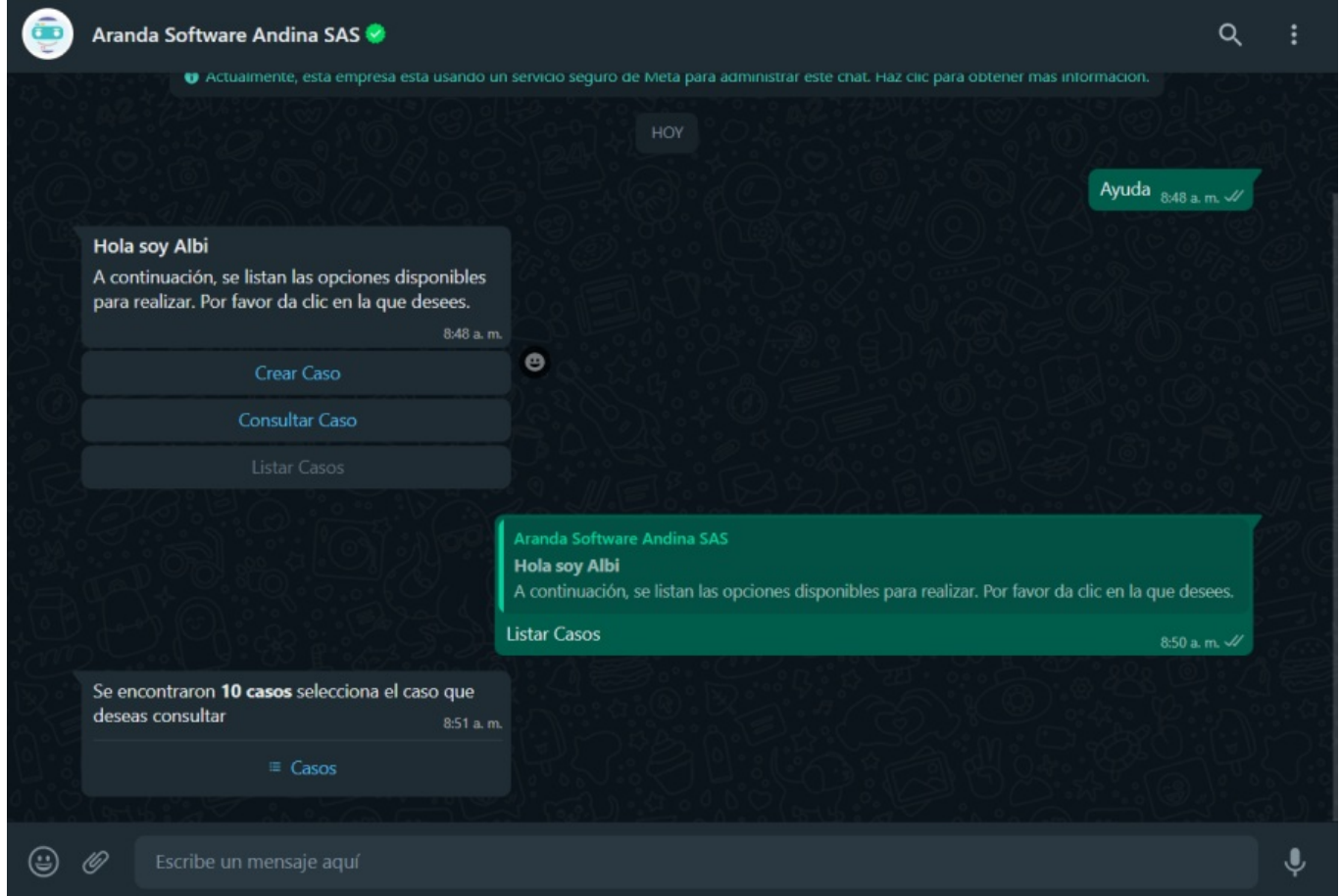


List Cases

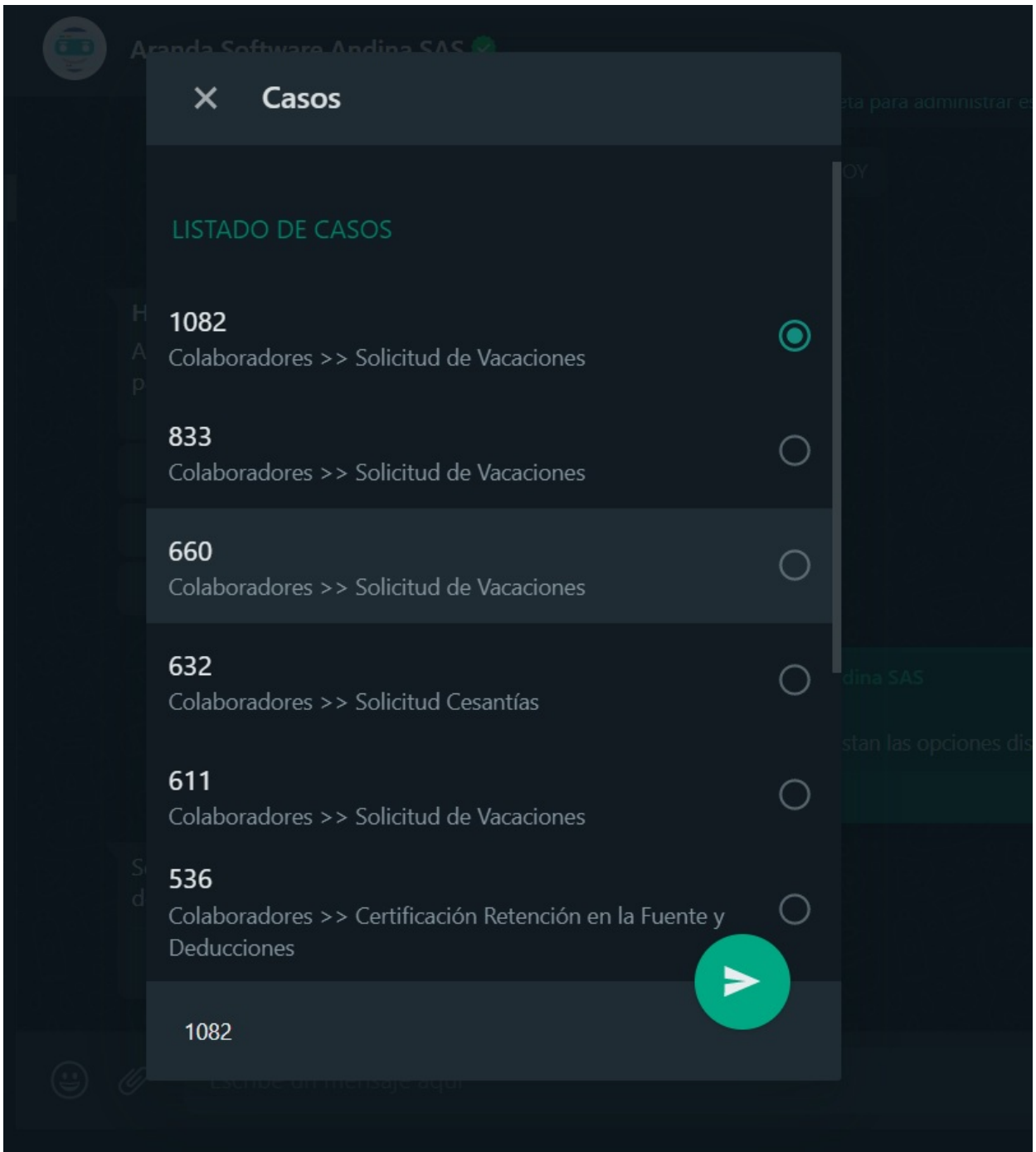
1. From the WhatsApp web or mobile application, start the chat with the Bot’s contact number, invoke it by typing “any text”; the Bot will respond with a greeting message and the available options are listed. Select the option List Cases.



2. If the user in session has one or more associated cases, the Bot delivers as a response the number of cases found associated with the user with a maximum of 10 cases, the button is enabled Cases.



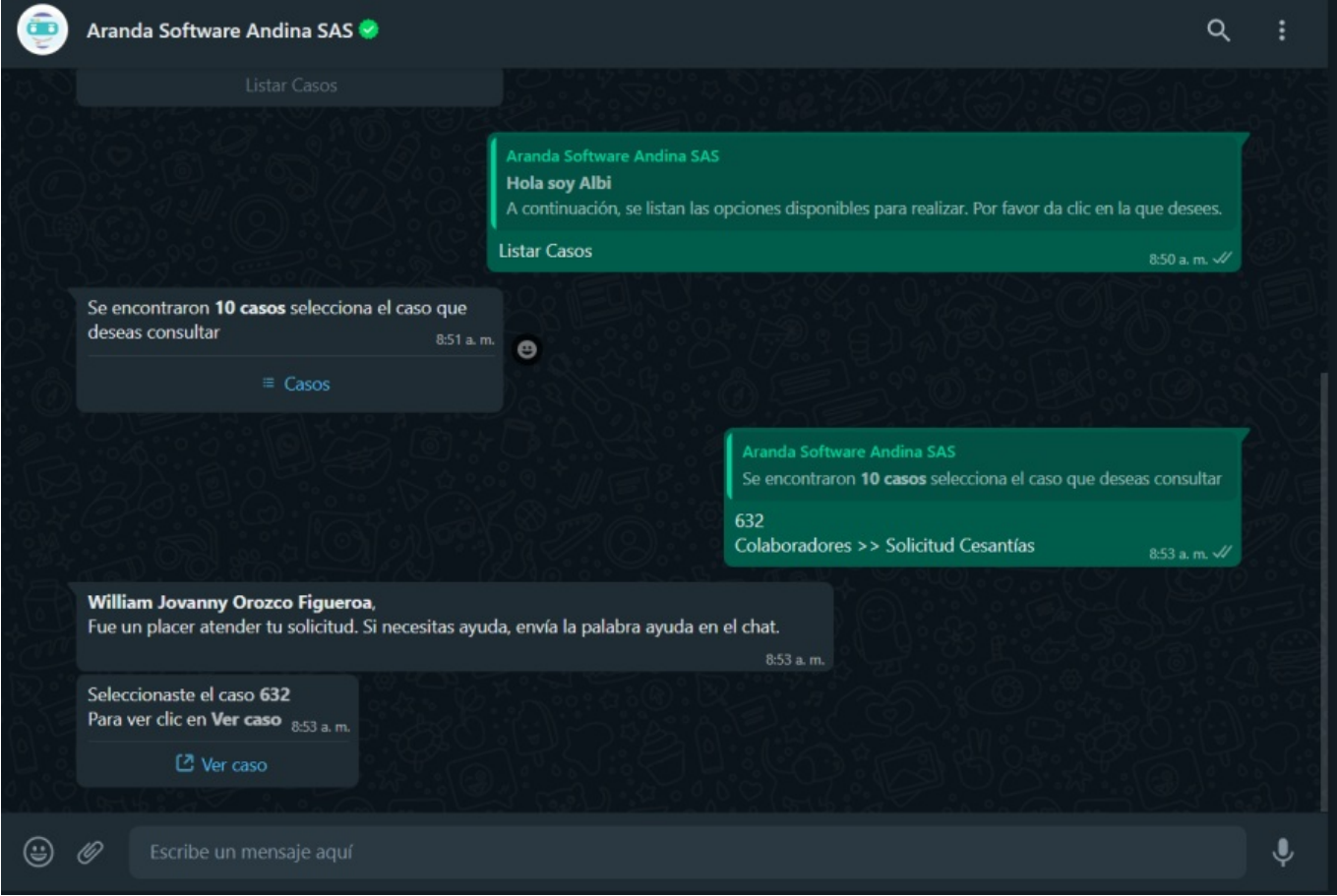
3. When you select the Cases, you can view the list of cases found (maximum 10 cases), select the case you want to view and click on Send.



4. The selected case is sent as a reply in the conversation; the Bot will display a message notifying the number of the selected case and asks to click on the link or button View Case if you have a custom template.

📌 Note:

- 1 The message generated by the bot must match the one configured when creating the custom template - View case [View Template Settings](#).
- 2 If the Bot responds with the message Template see case not identified, contact the Administrator, validate that the custom template, view case, is in active status [View Configurations Template Status](#) and/or that the name assigned to the custom template matches the one entered in the [Application configuration in the Bot environment](#) in the View Case Template field.

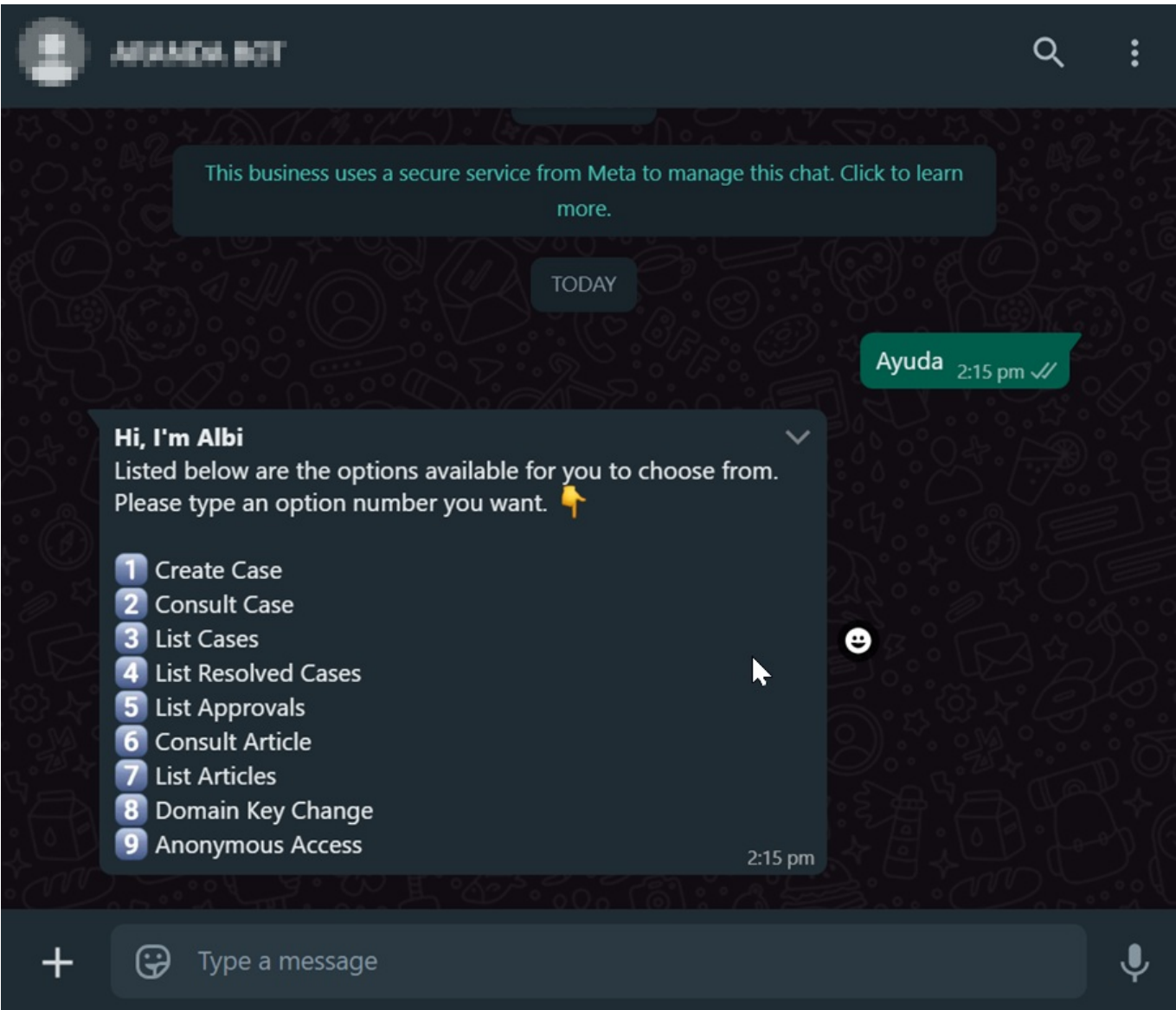


5. If you have a custom template, selecting the View case, a new window opens with the form to view the case; If you have the permissions, you can make changes to additional fields, add manual notes, and attach files.

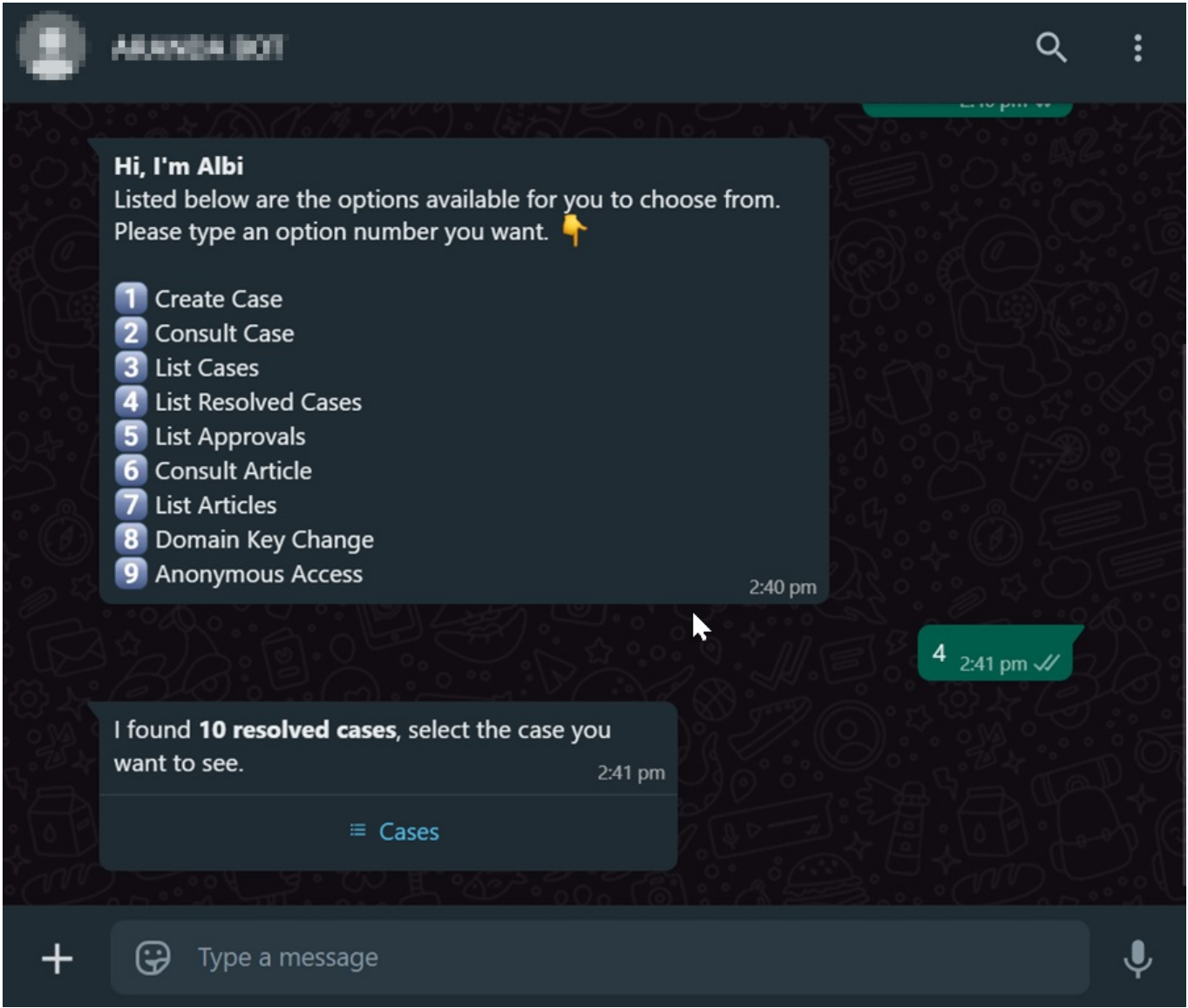


View My Solved Cases

1. To invoke the Bot, start a chat with the contact number via the WhatsApp web or mobile app. Then, type in any text and the Bot will respond with a greeting message and the available options. Select the option “List solved cases” Writing the corresponding number as an answer.



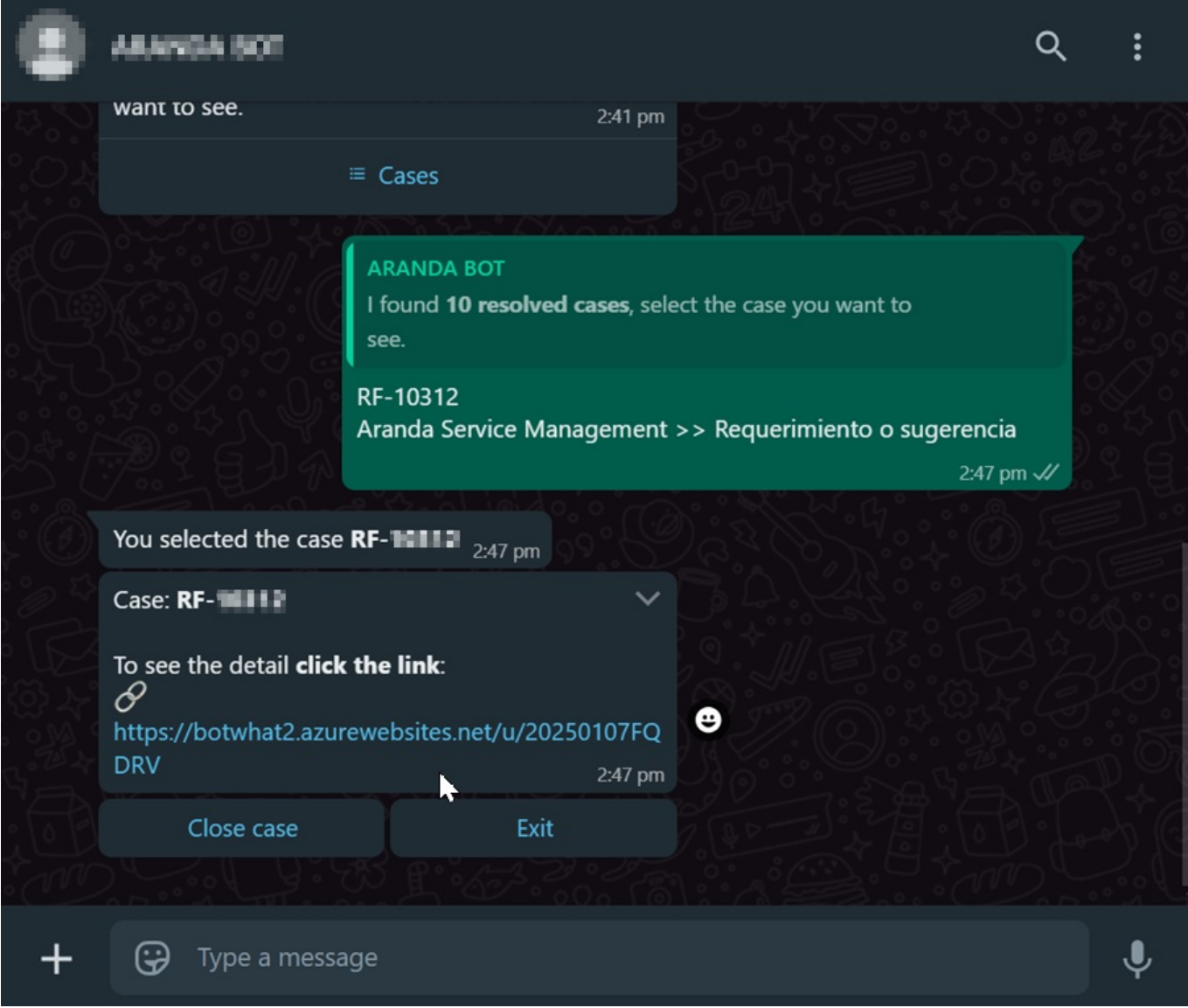
2. If the user has one or more solved cases, the Bot delivers the number of cases found (maximum of 10 cases) as a response. The Cases.



3. When you select the Cases, you can view the list of cases found, select the case you want to view and click on Send.

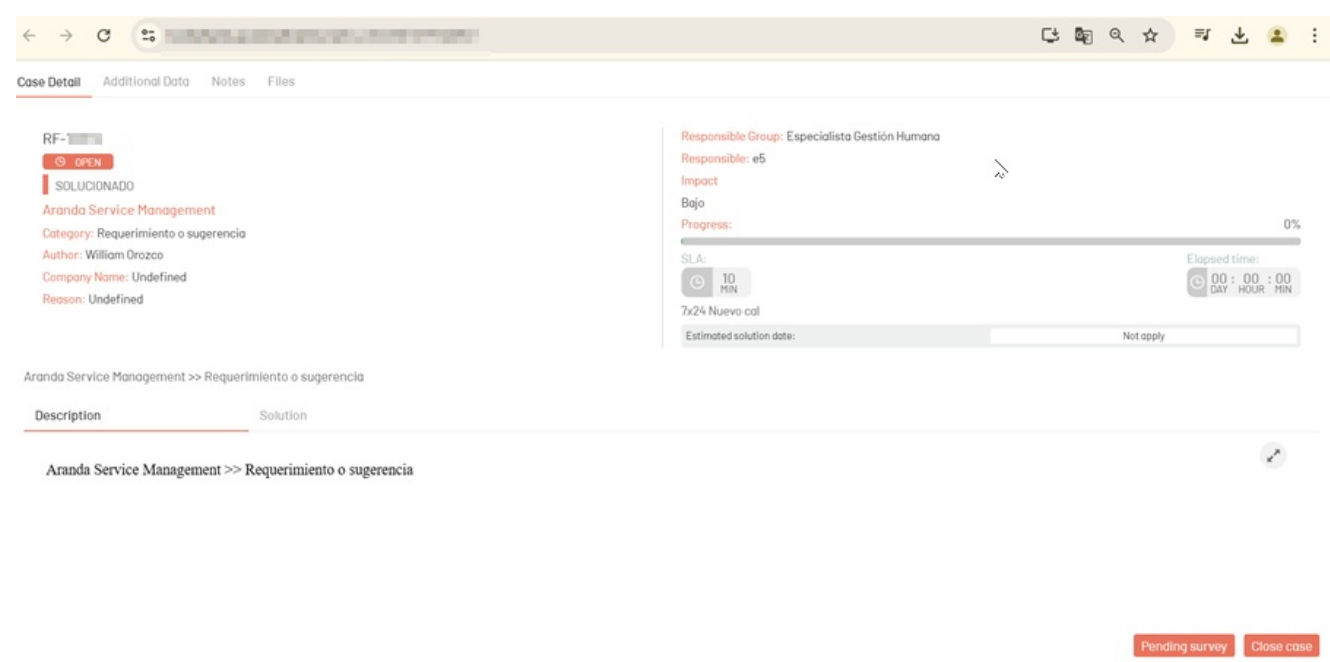


4. The selected case is sent as a reply in the conversation; the Bot will display a message notifying the number of the selected case with three options:



- Link to case details

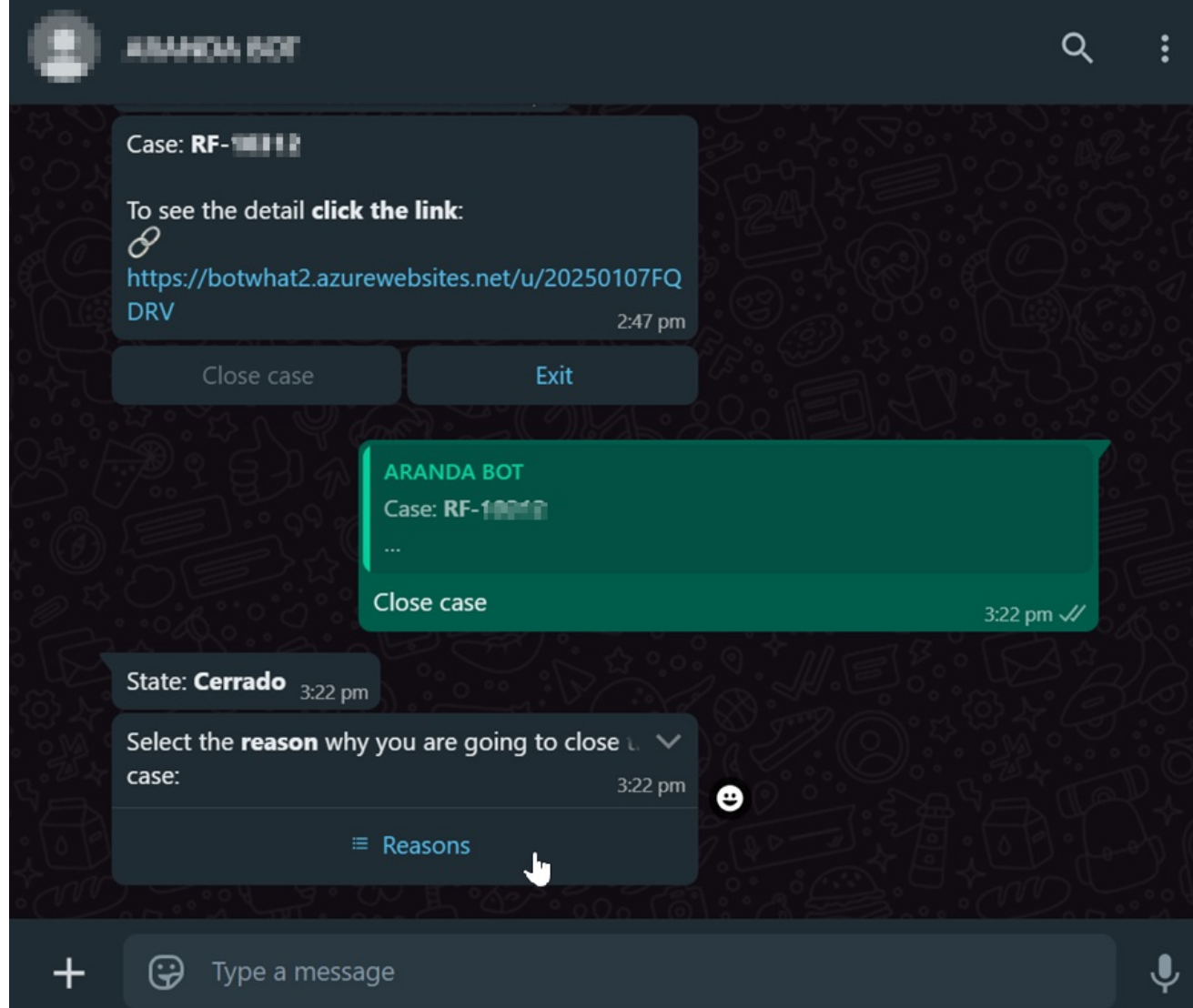
Opens a page with detailed case information.



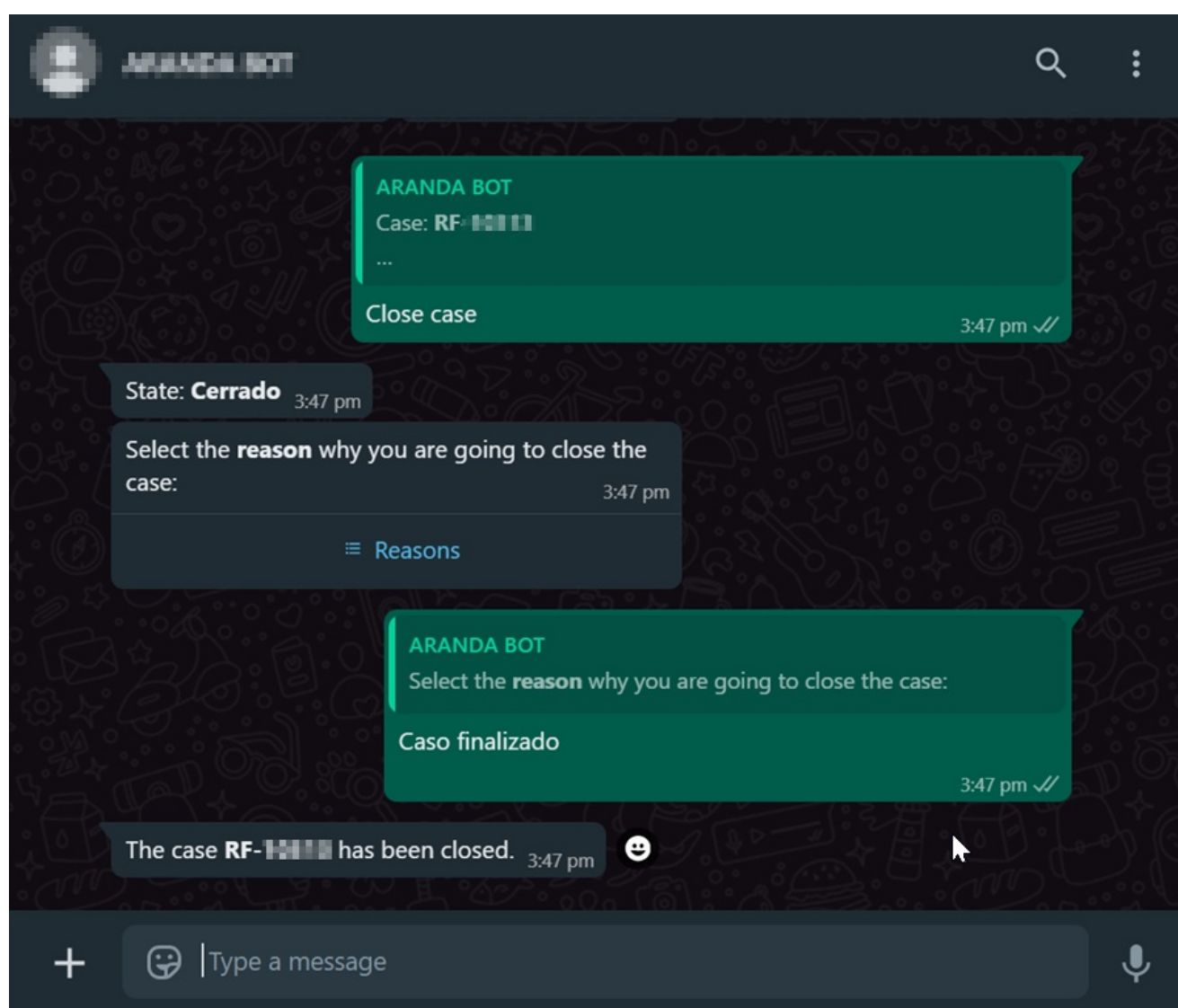
- Close Case

This button will be available if the “Allow the client to close the case” is active on the admin site. By clicking:

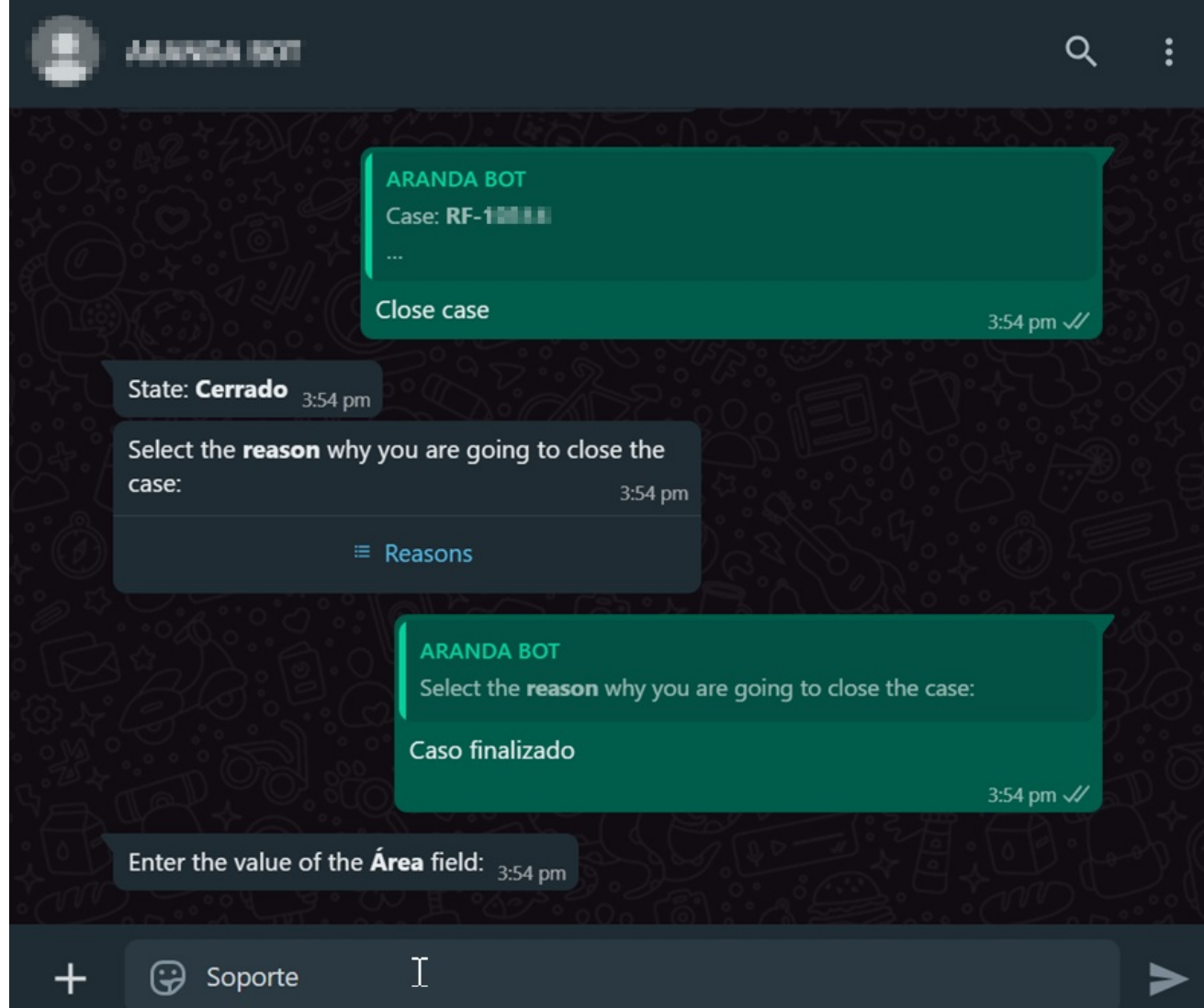
- If there is a transition to a single final state, it will be automatically selected.
- A reason for the closure (if configured) will be requested.



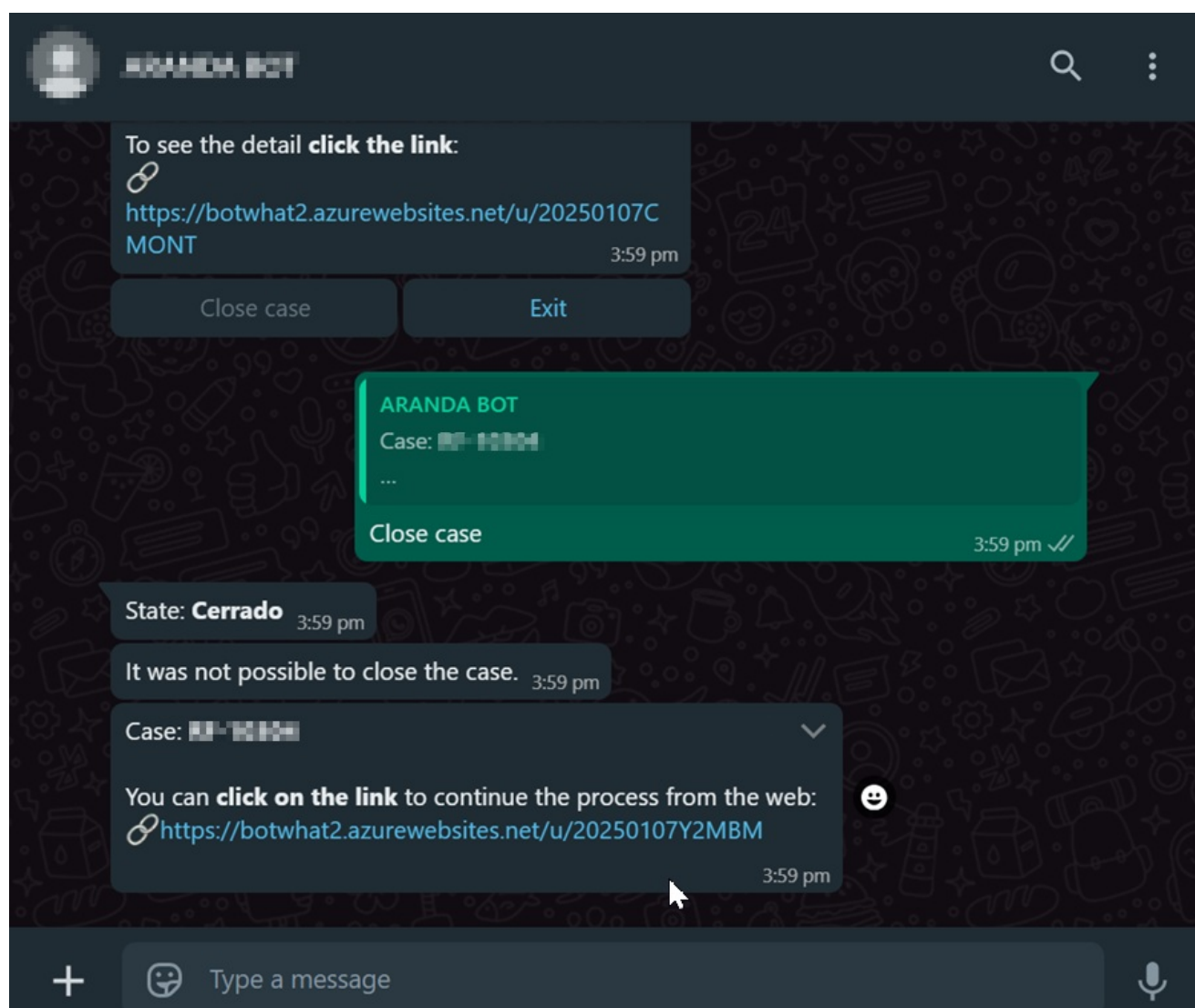
By selecting the reason and clicking Send, a message confirming the closure of the case will be displayed.



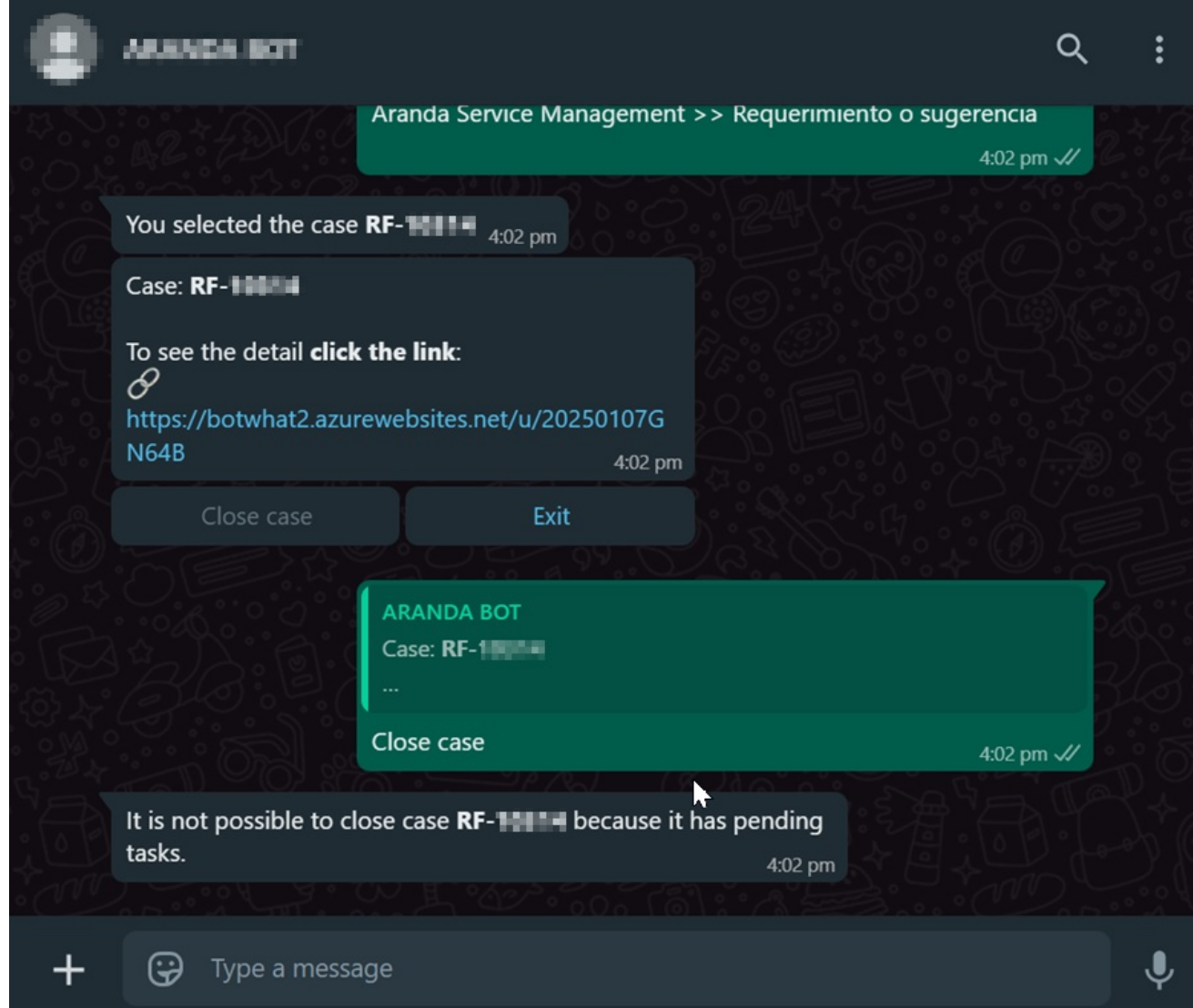
- If there are additional fields required for closing, these will be requested sequentially before the process is finalized.



- If there are any required list, tree, multi-select, or dependent fields that have not been completed, a message will be displayed indicating that the case cannot be closed, and a link to complete the process will be generated from the corresponding page.

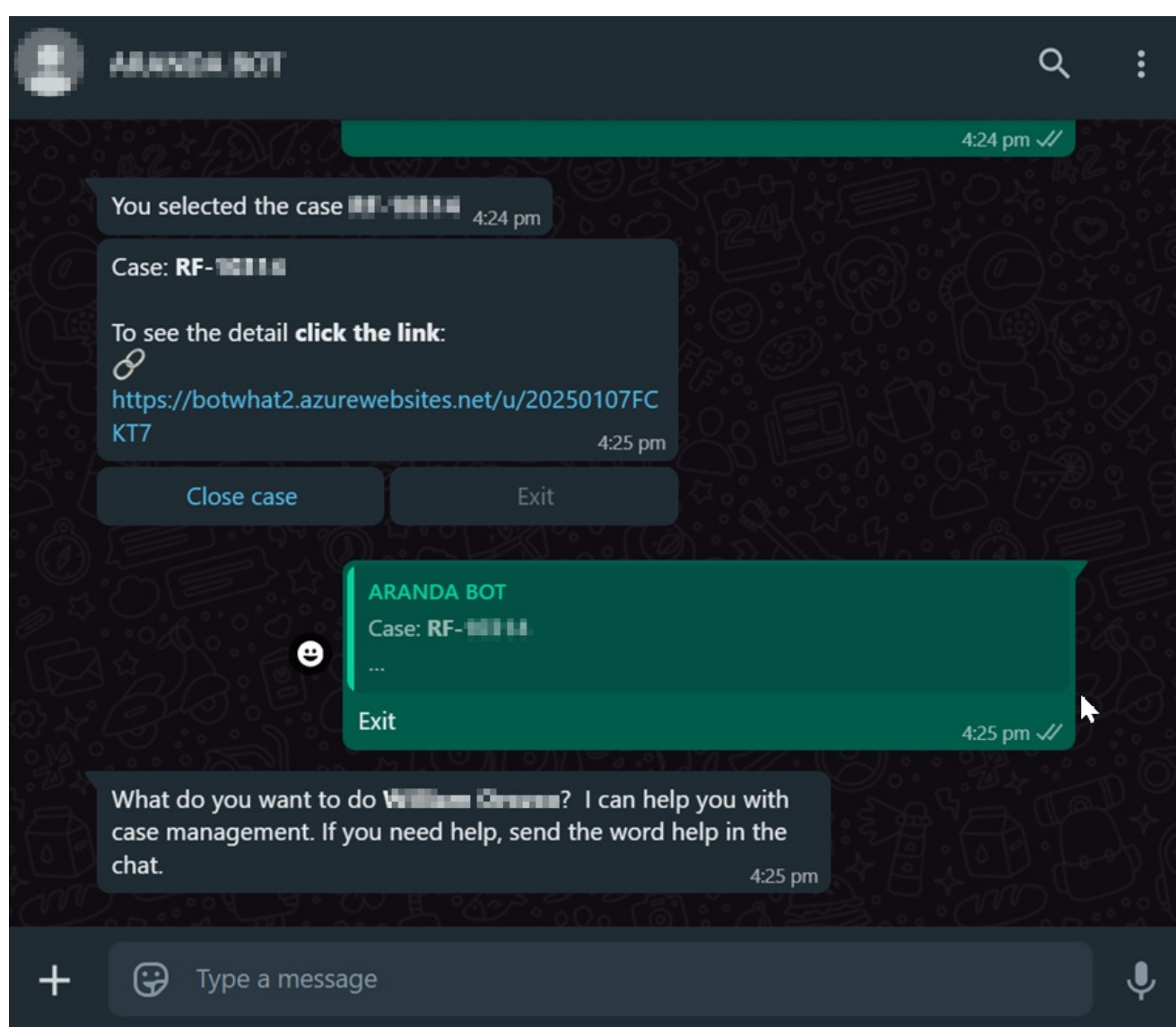


- If there are pending tasks associated with the case, you will be notified that closure is not possible due to those tasks.



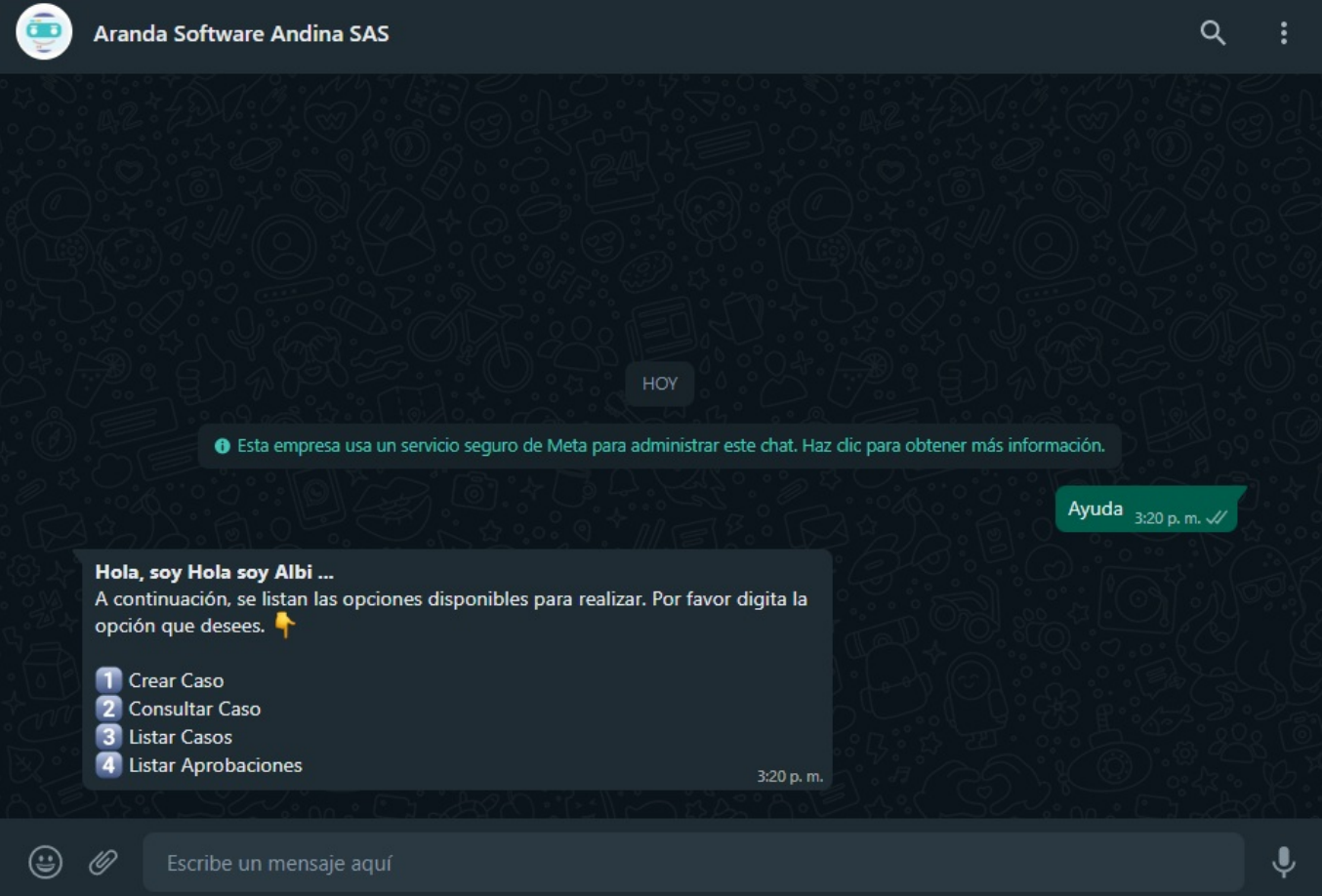
- Get out

Allows you to end the interaction with the command, displaying the initial message.

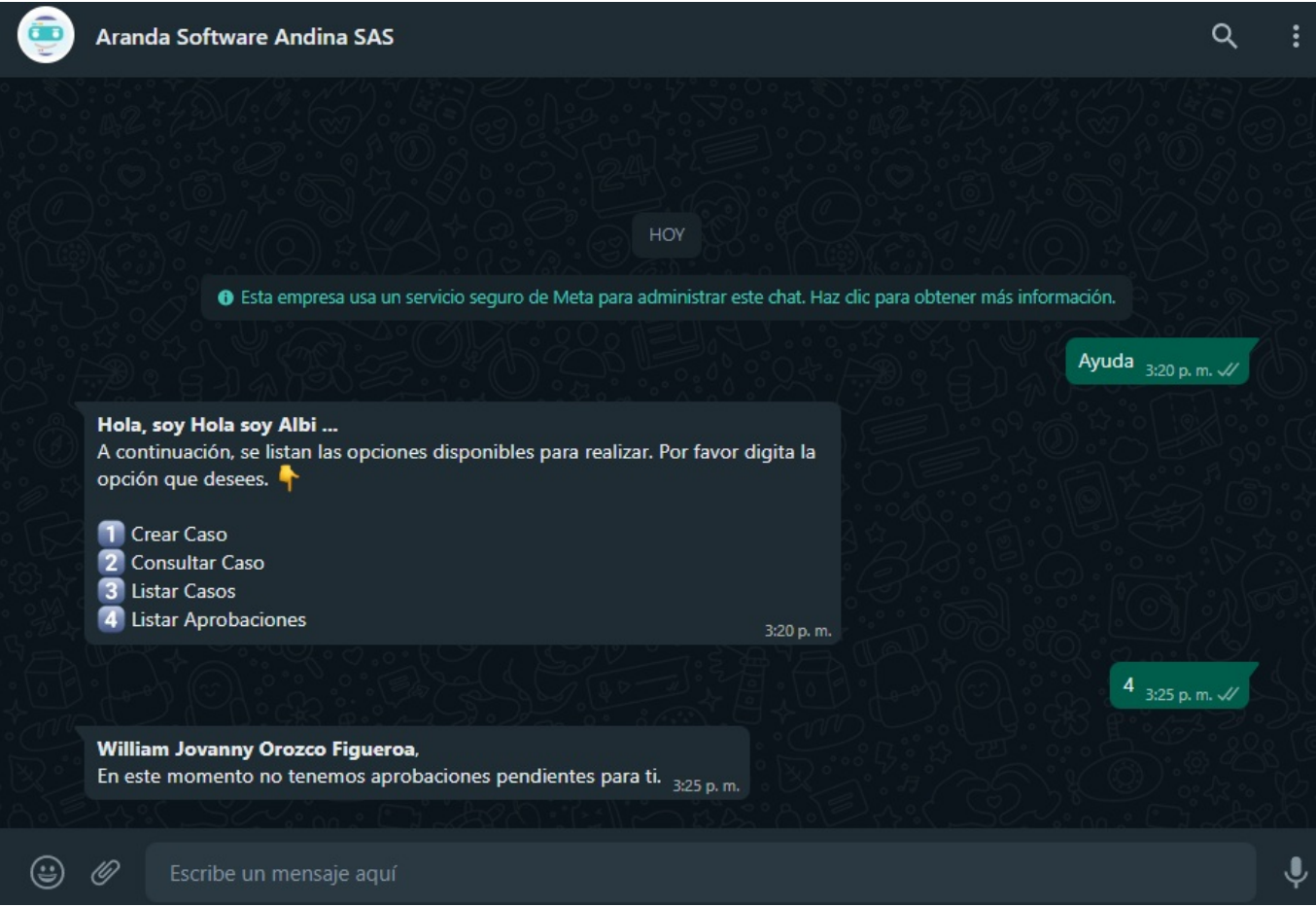


List Approvals

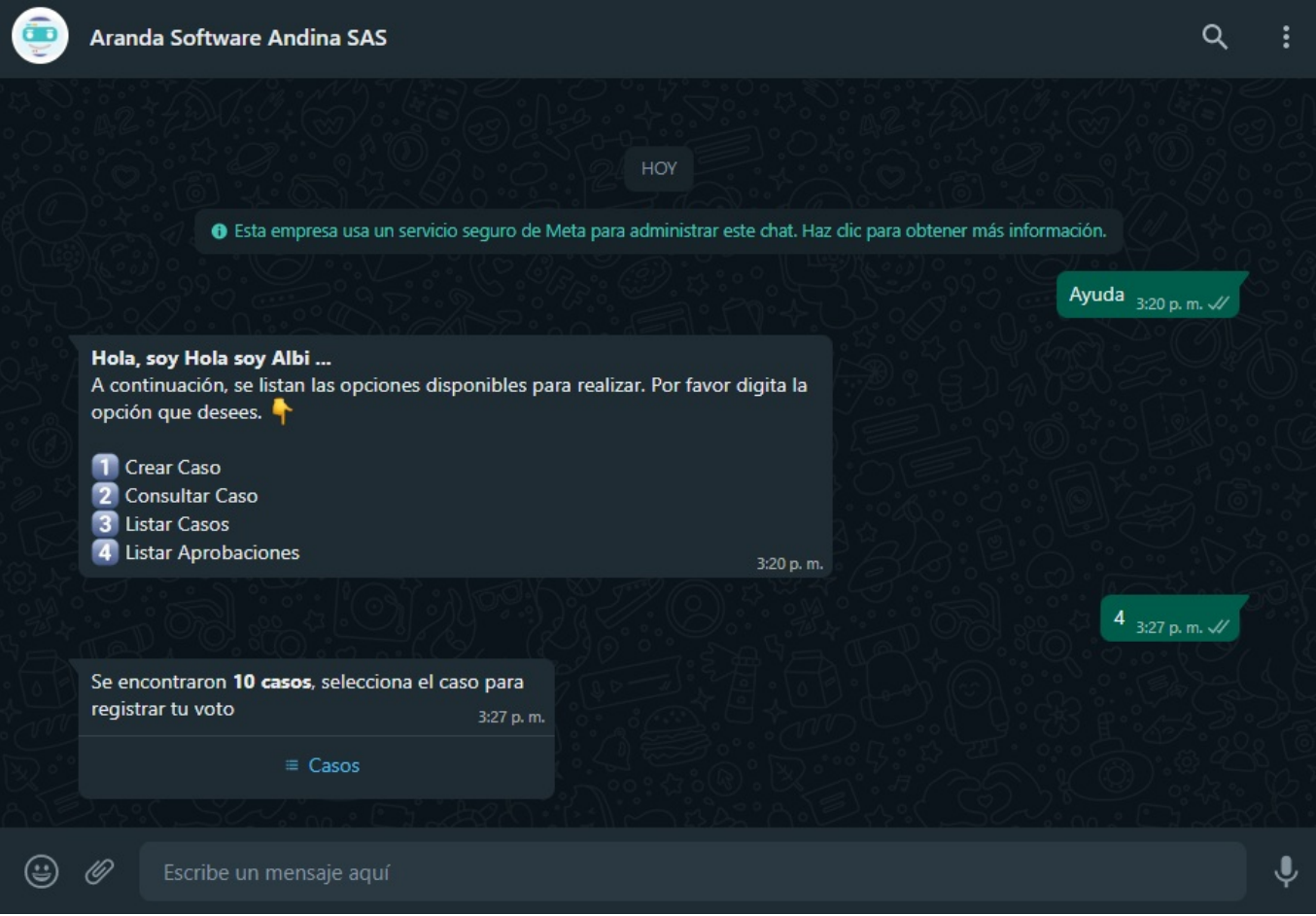
1. To invoke the Bot, start a chat with the contact number via the WhatsApp web or mobile app. Then, type any text and the Bot will respond with a greeting message and the available options. Select the option List Approvals by writing the number 4 as an answer.



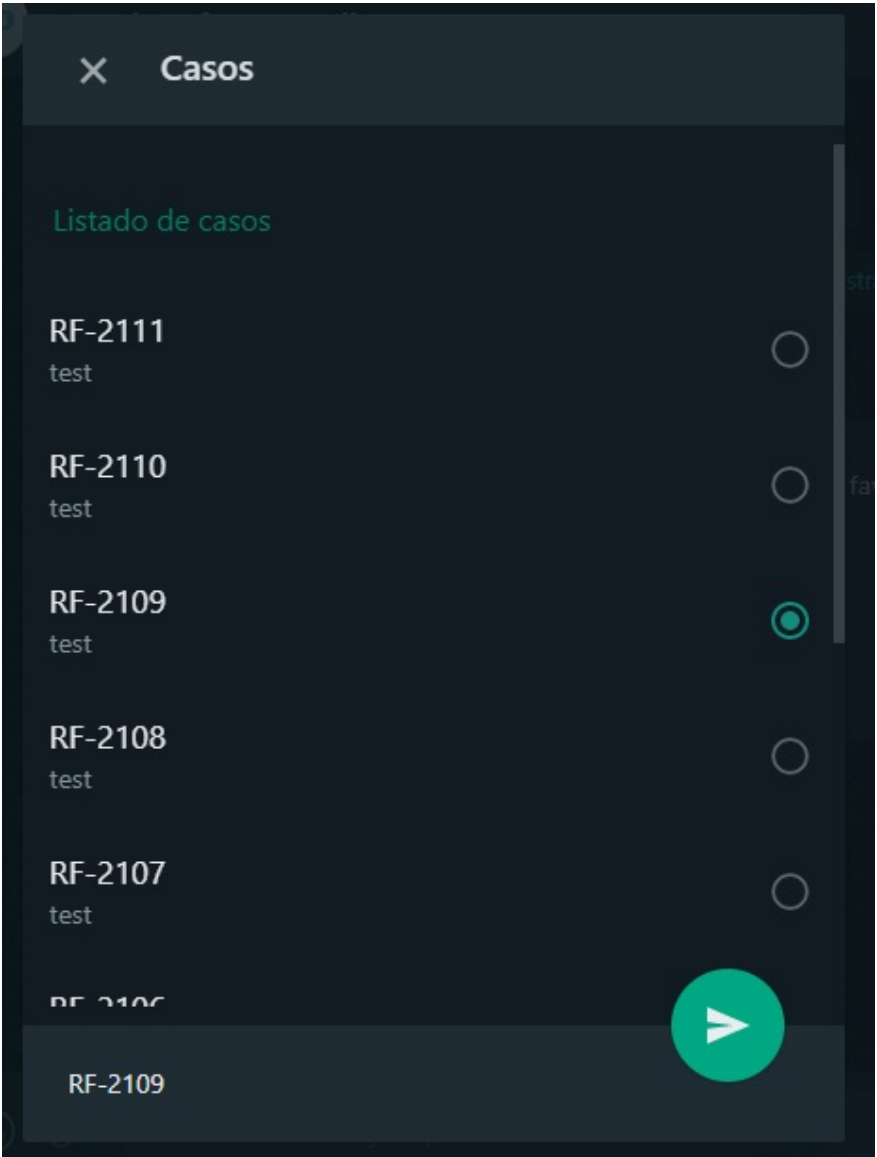
2. The Bot receives the user’s response and performs a search of the cases associated with the user in session that have an active approval process. In case the user has no associated cases, the Bot delivers the message in response No associated cases were found and the option ends List Approvals.



3. If the user in session has one or more cases associated with an active approval process, the Bot returns the number of cases found (maximum 10 cases) and enables the Cases.

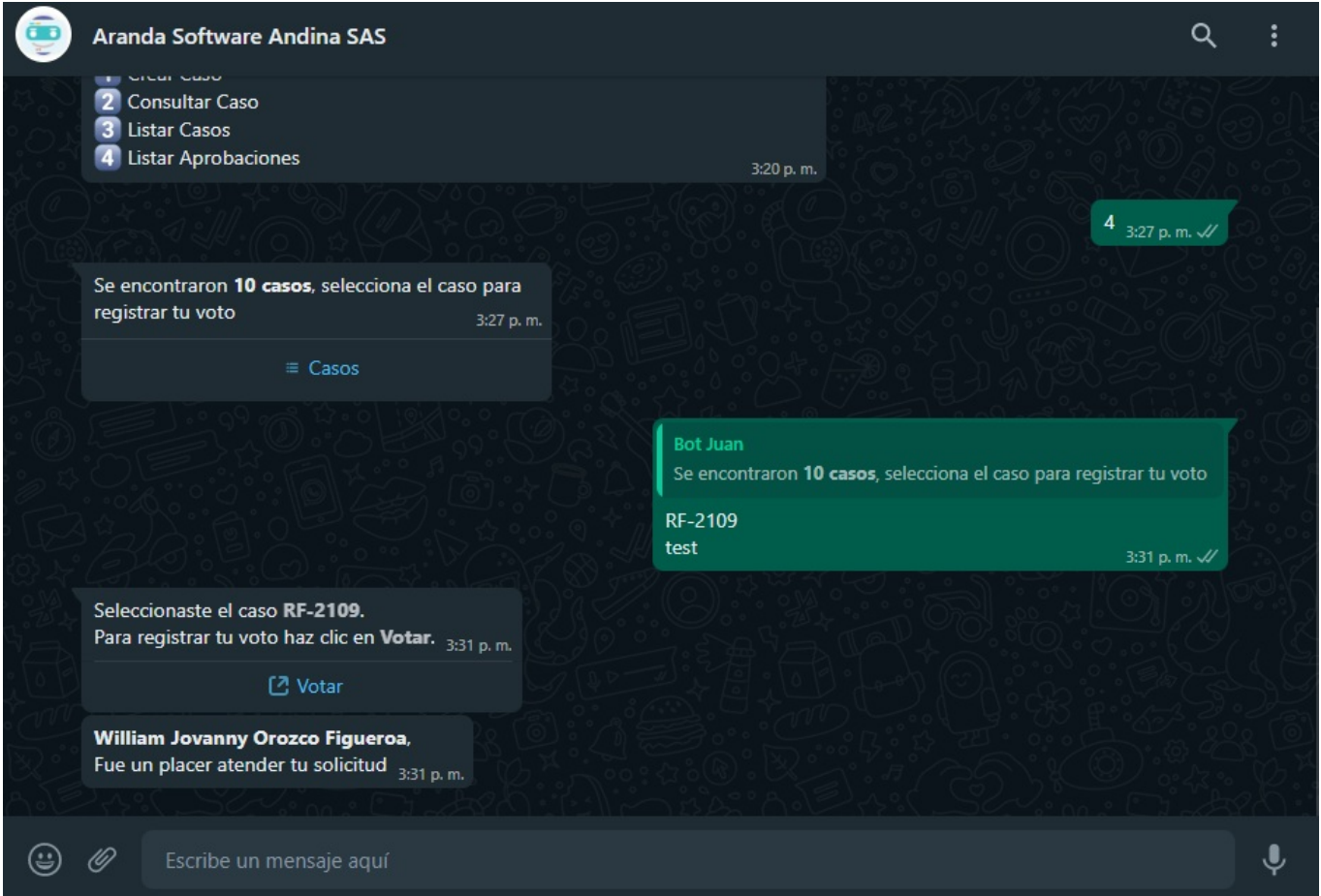


4. When you select the Cases, a list of found cases is displayed sorted by the global case ID, from highest to lowest. Select the case you want to manage and click Send.



5. The selected case is sent as a reply in the conversation; the Bot replies to a message notifying the number of the selected case and asks to click on the link or button Vote if you have a custom template.

- 📌 Note:
- 1 The message generated by the bot must match the one configured when creating the custom template - View Approval [View Template Settings](#), if you have a custom template
 - 2 If the Bot responds with the message Approve case template not identified, contact the Administrator, validate that the custom template, Approve Case, is in active status [View Configurations Template Status](#) and/or that the name assigned to the custom template or the predefined template matches the one that was entered in the [Application configuration in the Bot environment](#) in the Approve Case Template field.



6. Select the Vote (if you have a custom template) or the generated link, to be redirected to the appropriate approval management page.

Solicitud de aprobación

#

Código: RF-2111

Proyecto: Gestión Humana

Cliente: c2

Estado: En Ejecución

Servicio: Afiliación Fondo de Empleados

Categoría: Retiros

Grupo Responsable: Especialista Gestión Humana

Responsable: APPLICATION ADMINISTRATOR

Estado de la votación: Active

Asunto: test

Rechazar

Aprobar

Campos Adicionales

Historial

Adjuntos

Estado de la votación

Porcentaje del Salario

Seleccione

Cantidad de Cuotas

Seleccione

Nombres y apellidos del colaborador

Número de documento

Vicepresidencia

Área

Fecha de ingreso a la empresa

Número de días

d/m/a

Nombre de la capacitación

Descripción

Bienvenido, a continuación, describa la solicitud presentada. Recuerde que es importante incluir toda la información relevante.

DETALLE DEL CASO

Detalles adicionales:

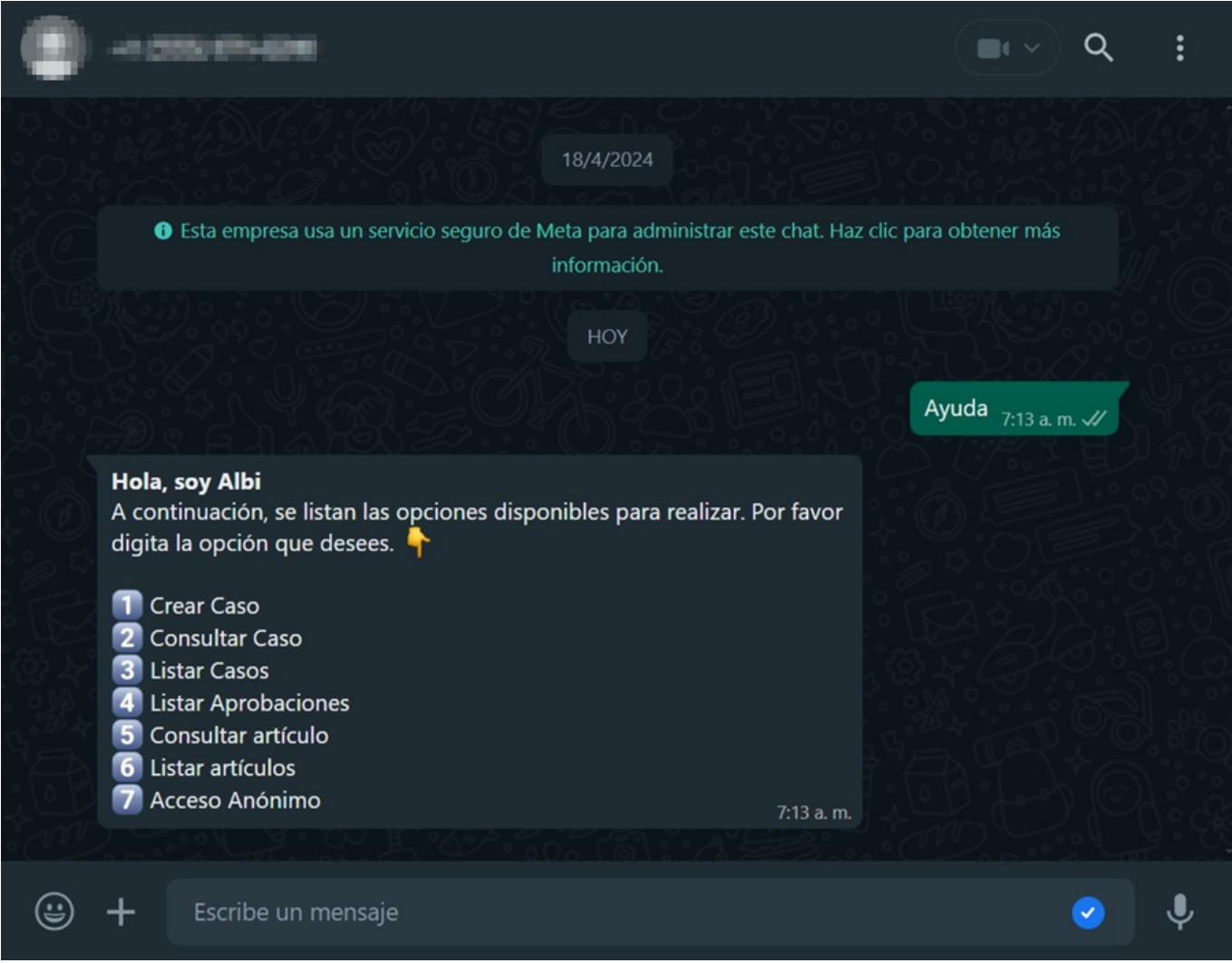
Por favor adjuntar documentación necesaria.

ARANDA SOFTWARE - SOPORTE

Consult Article

Basic Article Search

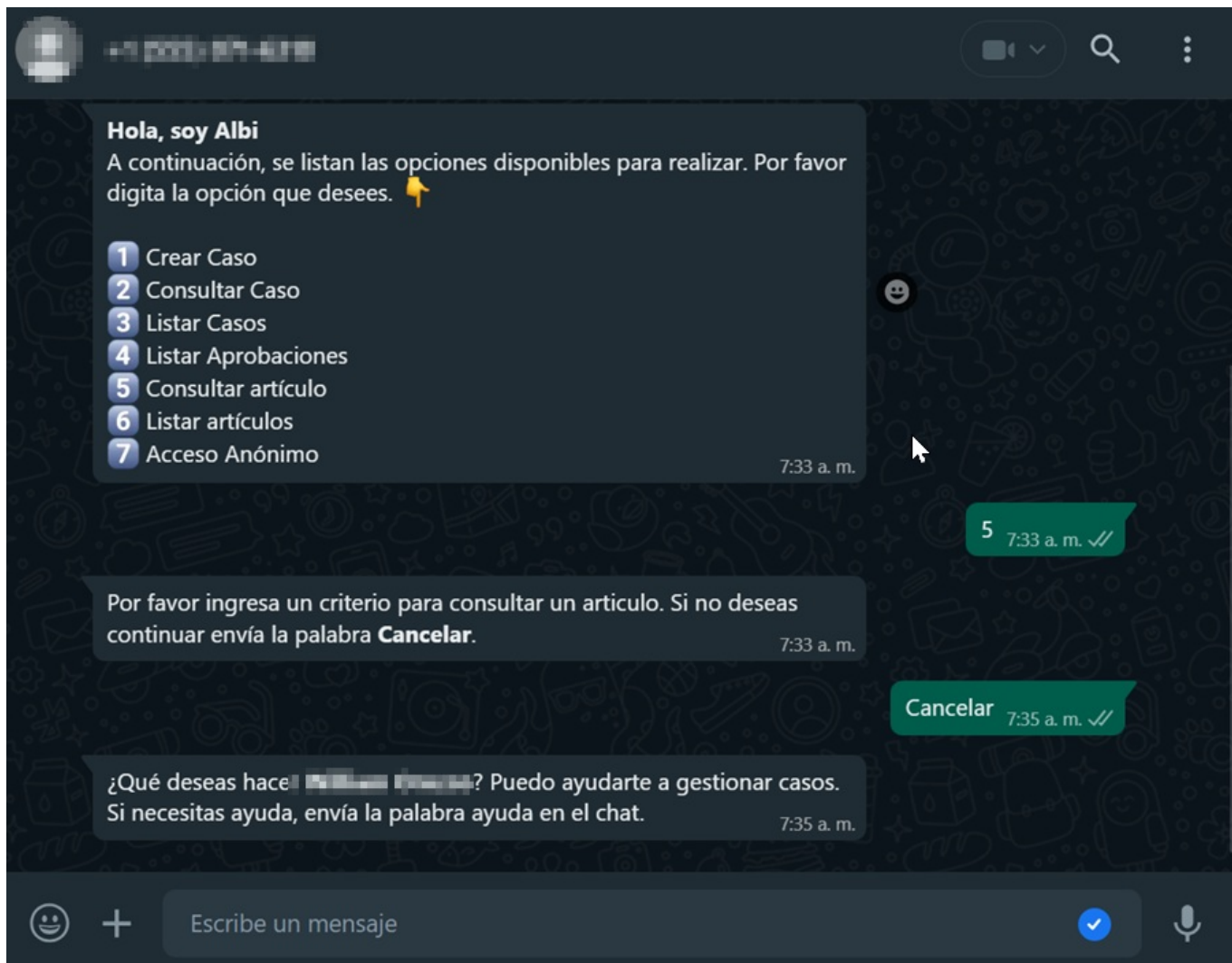
1. To invoke the Bot, start a chat with the contact number via the WhatsApp web or mobile app. Then, type in any text and the Bot will respond with a greeting message and the available options. Select the option Consult article by writing the number 5 as an answer.



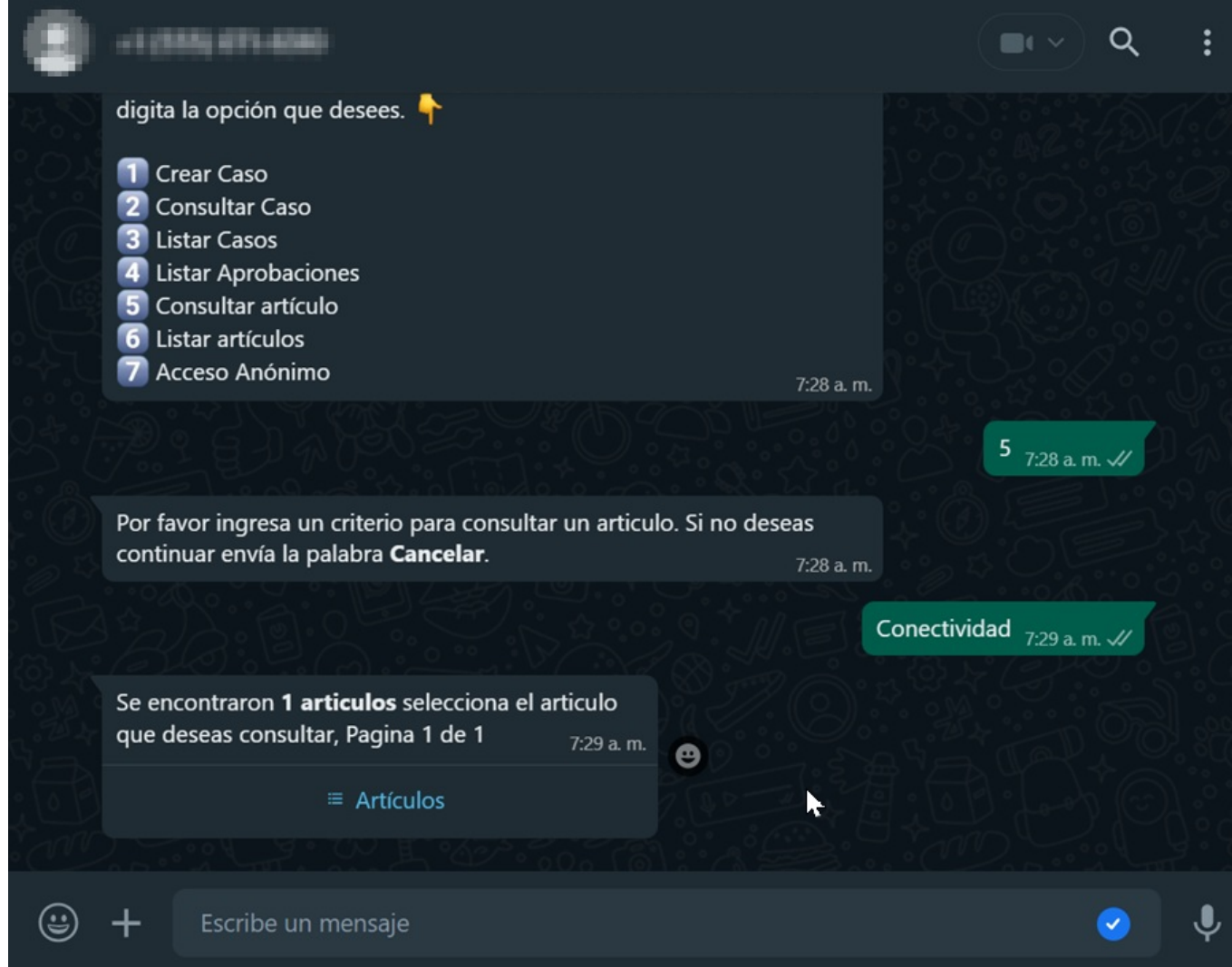
2. The Bot receives the user’s response and displays the following message:



If you do not wish to proceed with the article consultation, please send the word Cancel and the Bot will respond with the following message:



3. Enter your search criteria. If the Bot finds more than one result, it will respond with the number of items found (maximum 15 items) and will enable the Articles.



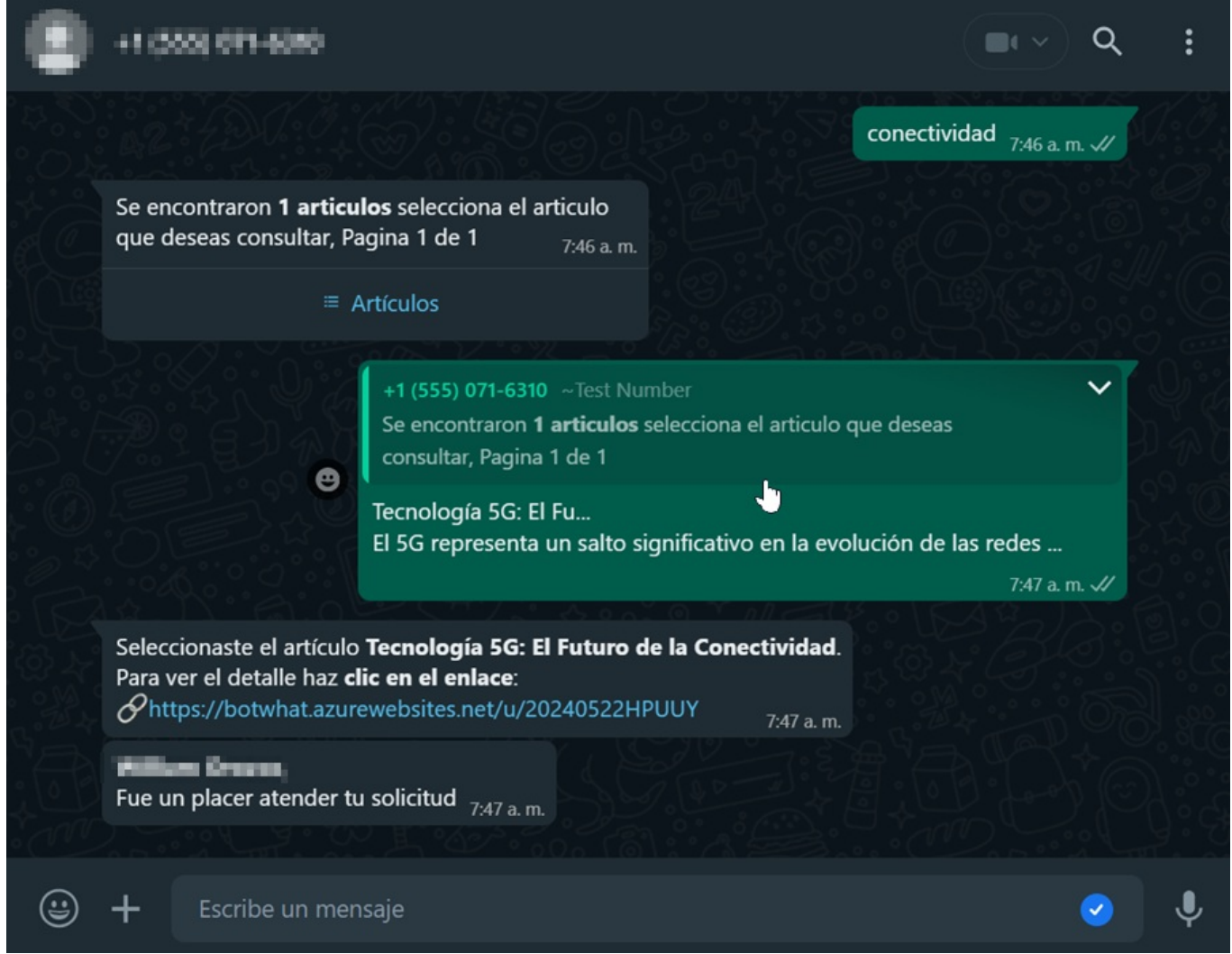
Article searches in the WhatsApp bot are carried out taking into account the following fields:

- Description
- Content
- Title
- Item identifier
- Keywords

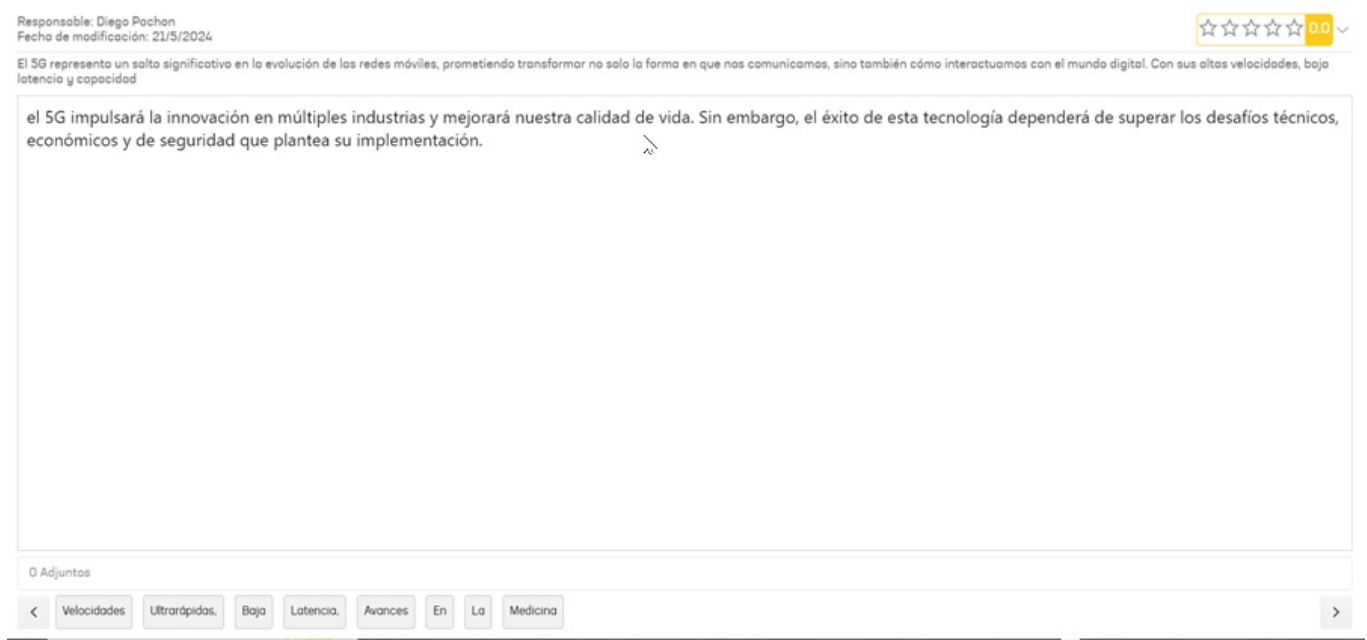
4. When you select the Articles, the list of found items is displayed. Select the article you want to consult and Click Send.



5. The selected article is sent as a reply in the conversation. The Bot responds with a message notifying the selected item and asks to click on the link.



6. Clicking on the link opens a new window with the form to view the article.

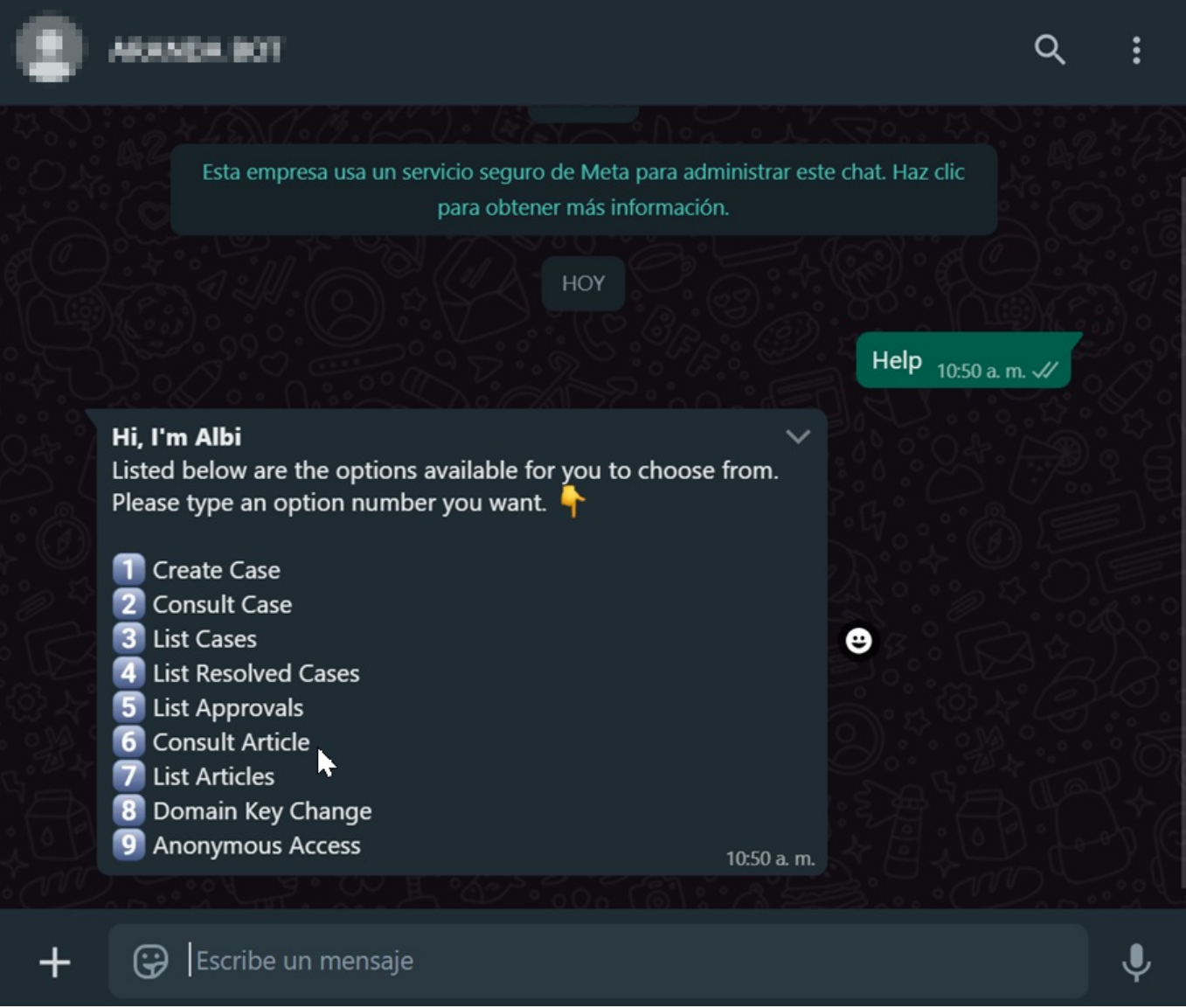


Smart Article Search

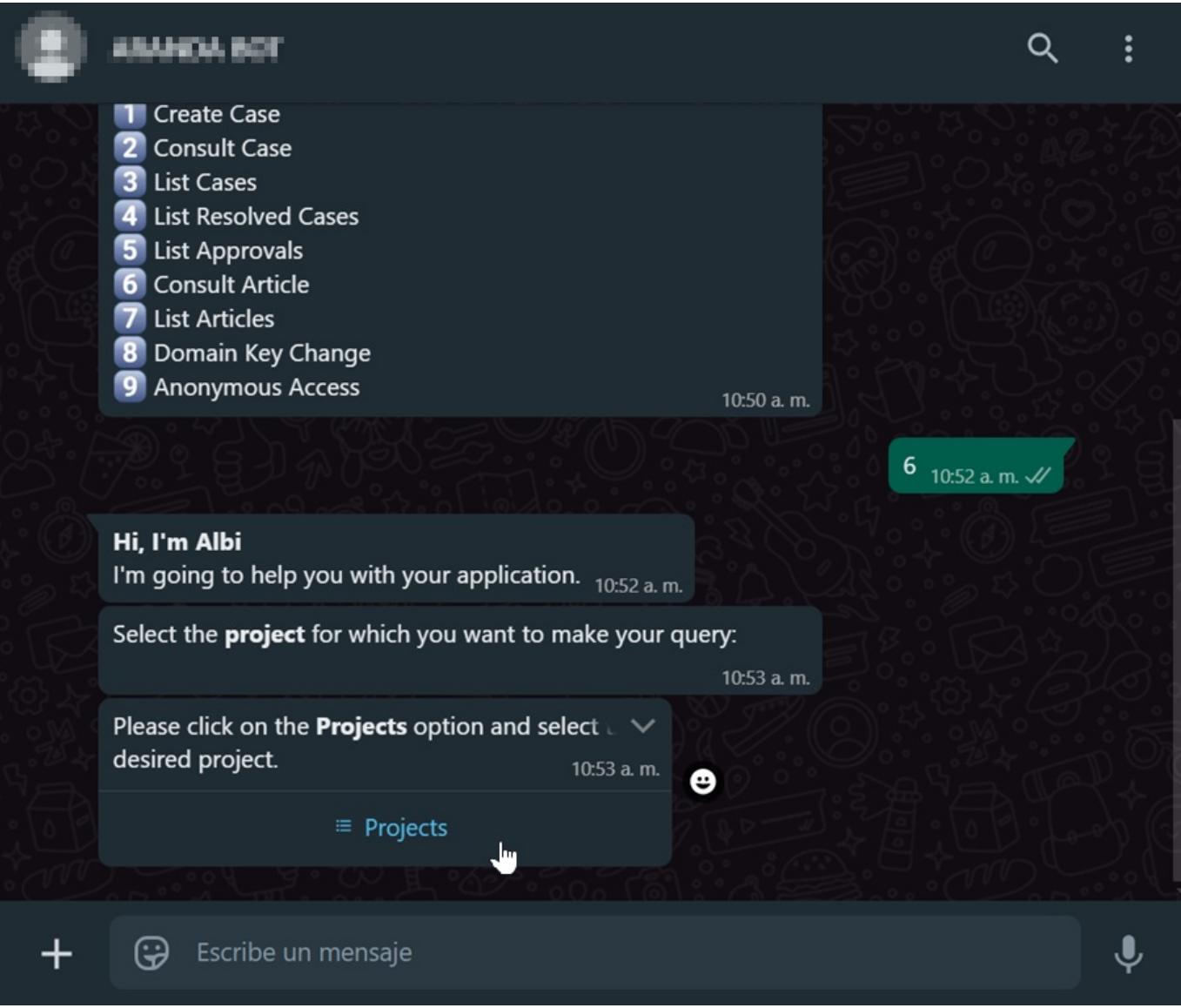
Preconditions

To use Smart Item Search, you need to have the corresponding action configured on the admin site. For more information, see the [AI Settings](#)

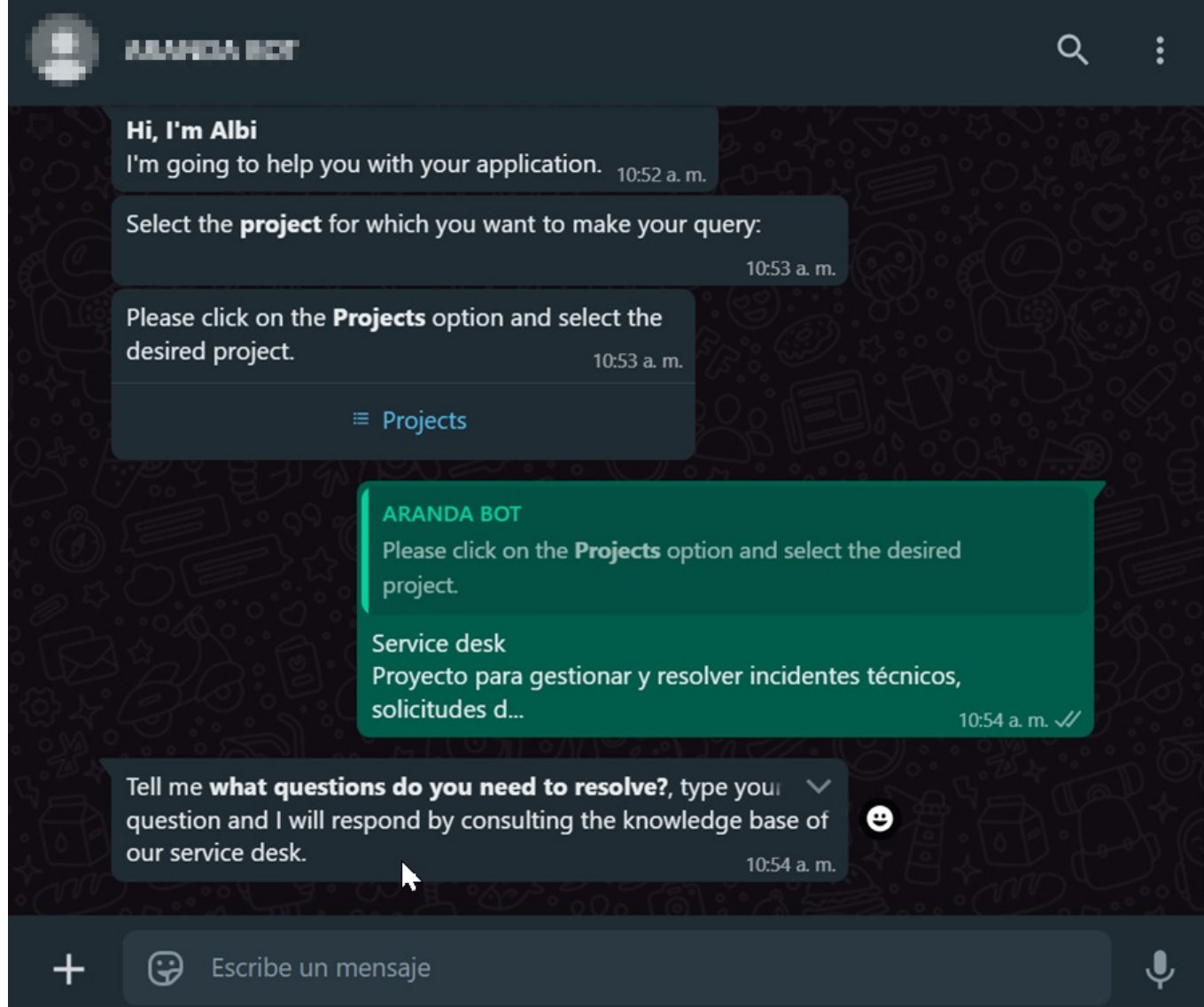
1. To invoke the Bot, start a chat with the contact number via the WhatsApp web or mobile app. Then, type in any text and the Bot will respond with a greeting message and the available options. Select the option Consult article Writing the corresponding number as an answer.



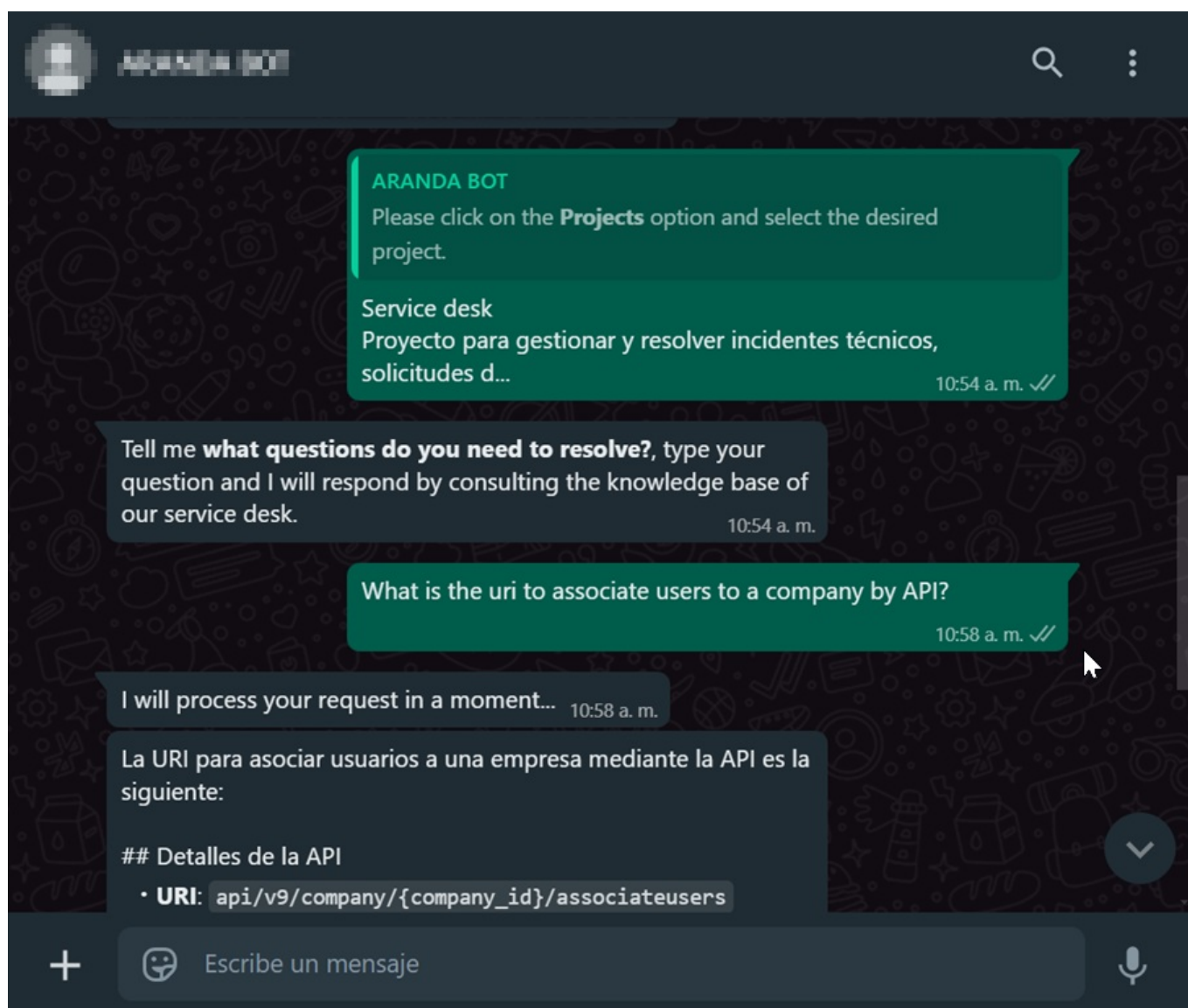
2. If the user belongs to more than one project, the bot will ask you to select the project on which the search will be performed.



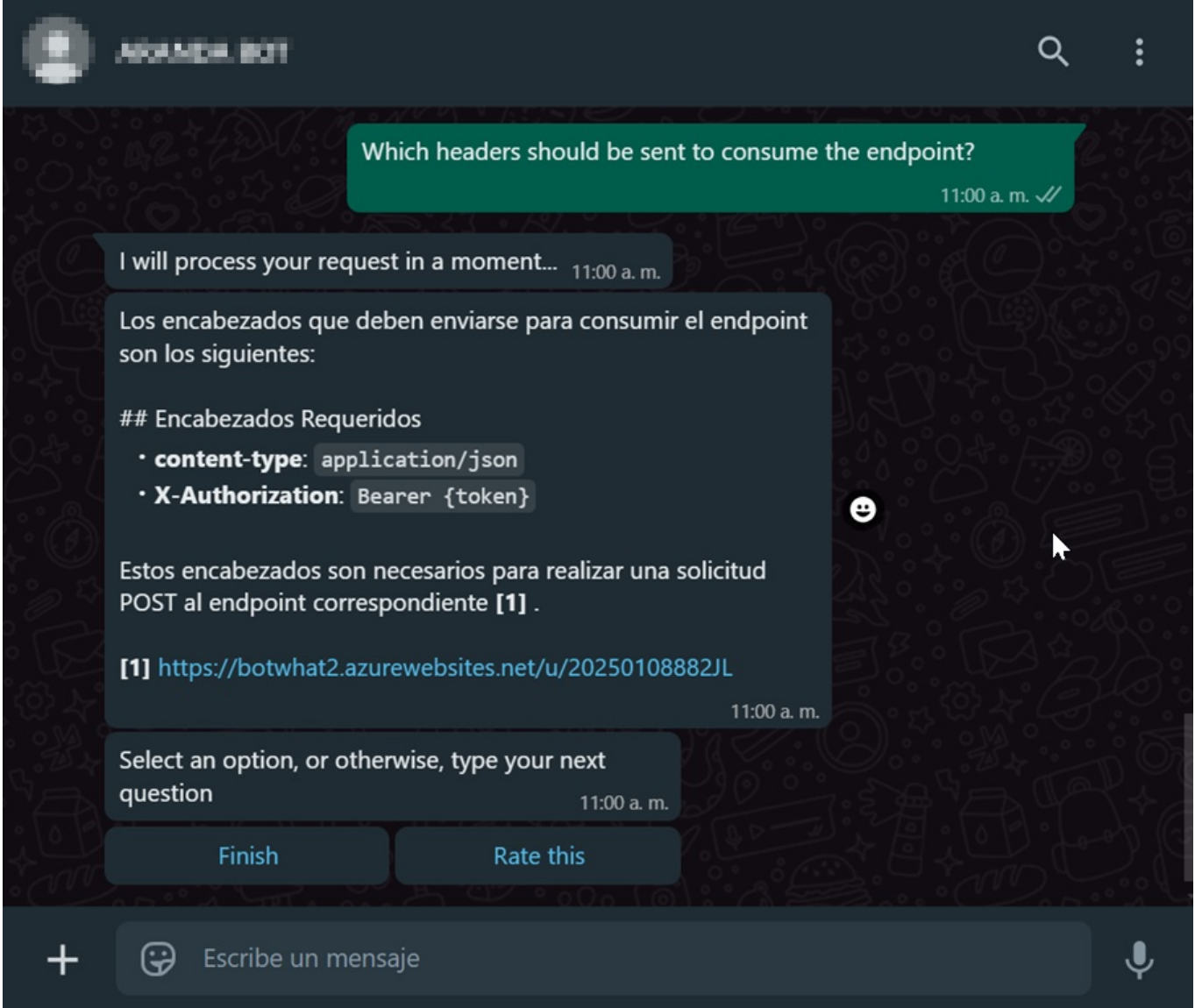
3. Once the project is selected, the bot will display a welcome message and prompt you to enter your query.



4. Upon entering the request, the bot will perform an advanced search on the available items and provide a response based on the information found.



5. You can ask follow-up questions to refine the query or make new queries to the bot.



📌 Note: Each response will include references to the articles from which the information was obtained, allowing direct access to them.

6. At the end of each answer, two buttons will appear:

- End

```
End interaction with the command ***Consult articles**. **

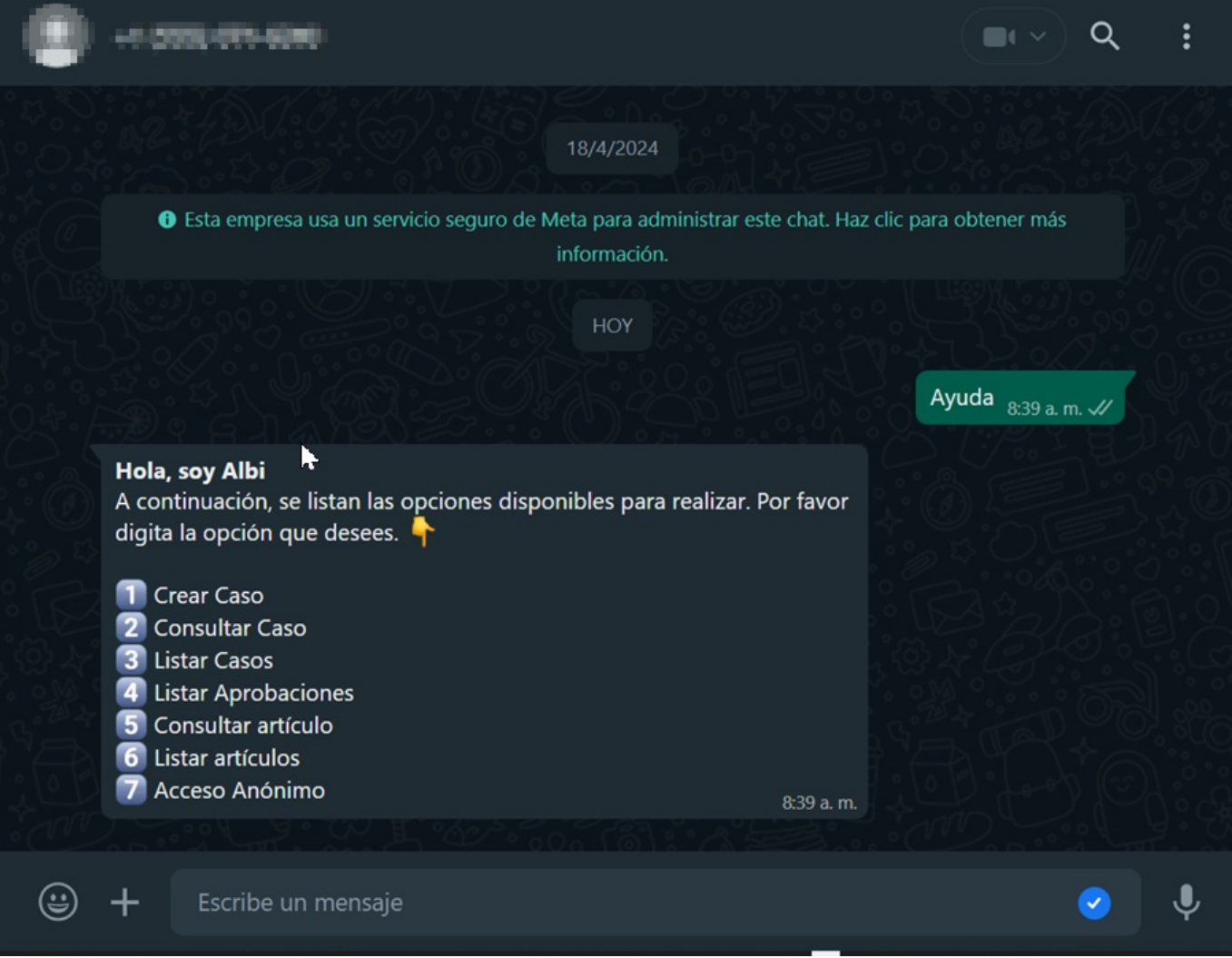
<br />
<center></center>
<br /> - **Qualify**

It allows the user to evaluate the usefulness of the answer.

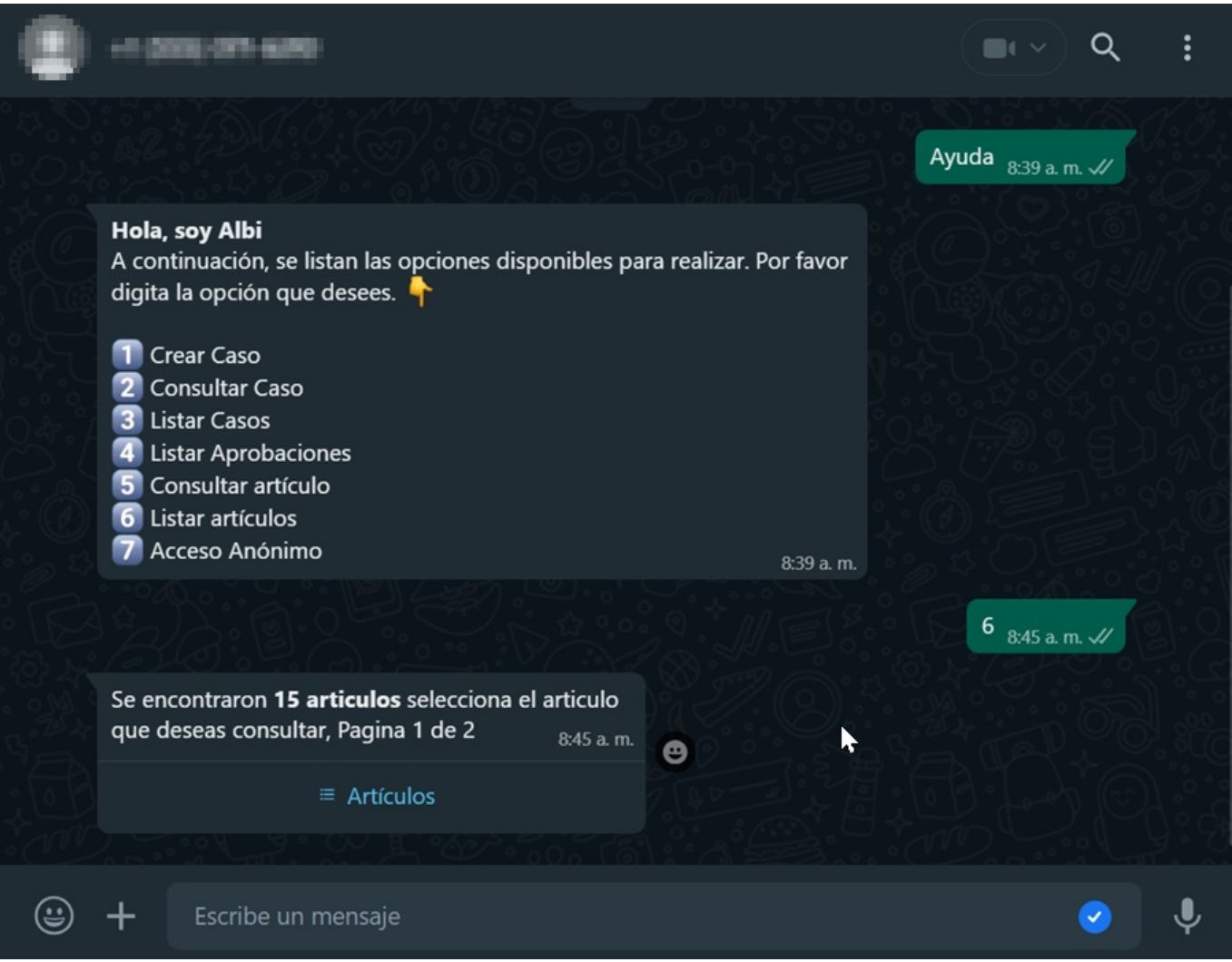
<br />
<center></center>
<br />
```

List Items

1. To invoke the Bot, start a chat with the contact number via the WhatsApp web or mobile app. Then, type any text and the Bot will respond with a greeting message and the available options. Select the option List Items by writing the number 6 as an answer.



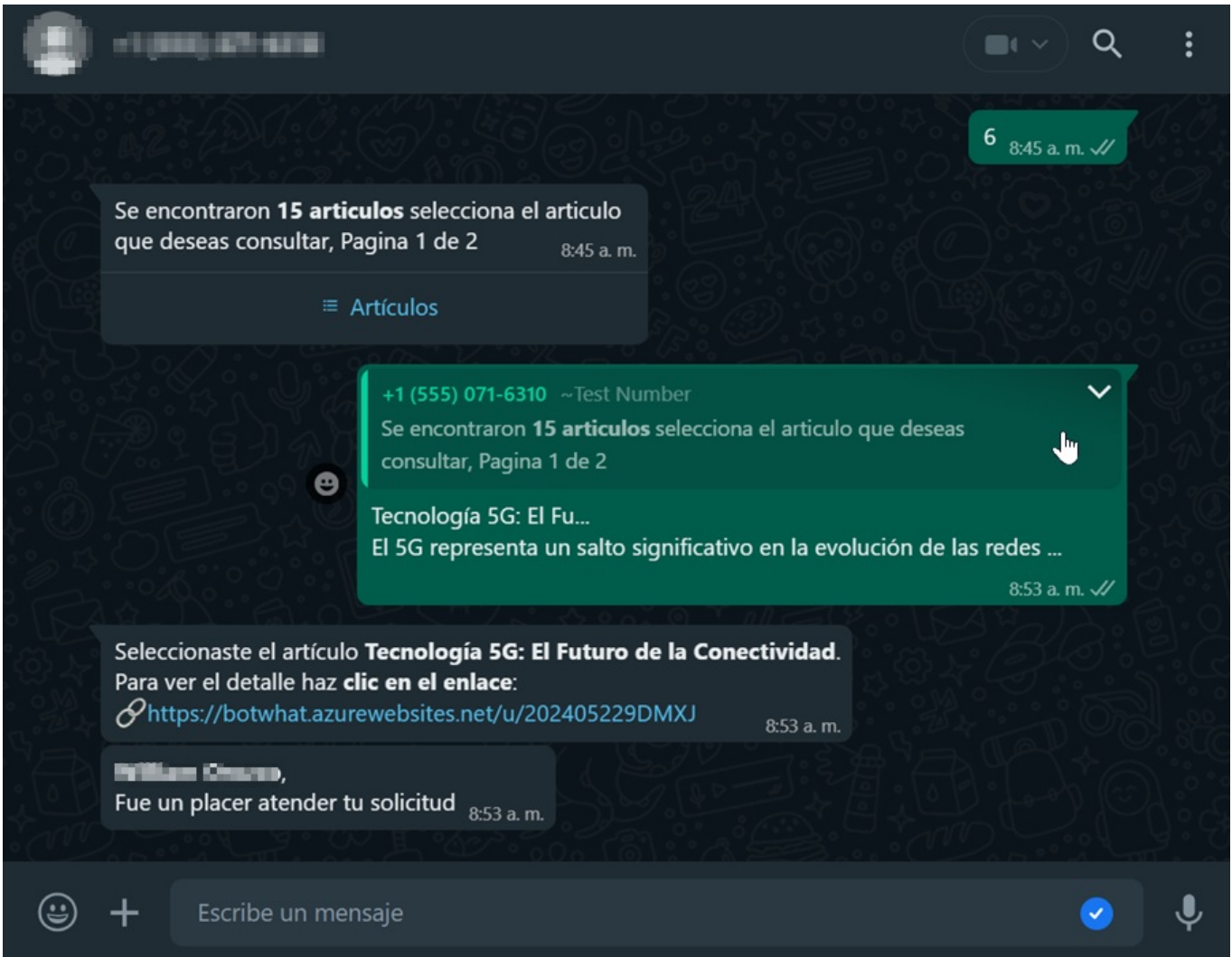
2. The bot responds to the number of items found (maximum 15 items) and enables the Articles.



3. When you select the Articles, the list of found items is displayed. Select the article you want to view and click Send.



4. The selected article is sent as a reply in the conversation, the Bot replies to a message notifying the selected article and asks to click on link.



5. Clicking on the link opens a new window with the form to view the article.

Responsable: Diego Pachon
Fecha de modificación: 21/5/2024

☆☆☆☆0.0

El 5G representa un salto significativo en la evolución de las redes móviles, prometiendo transformar no solo la forma en que nos comunicamos, sino también cómo interactuamos con el mundo digital. Con sus altas velocidades, baja latencia y capacidad

el 5G impulsará la innovación en múltiples industrias y mejorará nuestra calidad de vida. Sin embargo, el éxito de esta tecnología dependerá de superar los desafíos técnicos, económicos y de seguridad que plantea su implementación.

0 Adjuntos

<

Velocidades

Ultrarápidos.

Baja

Latencia.

Avances

En

La

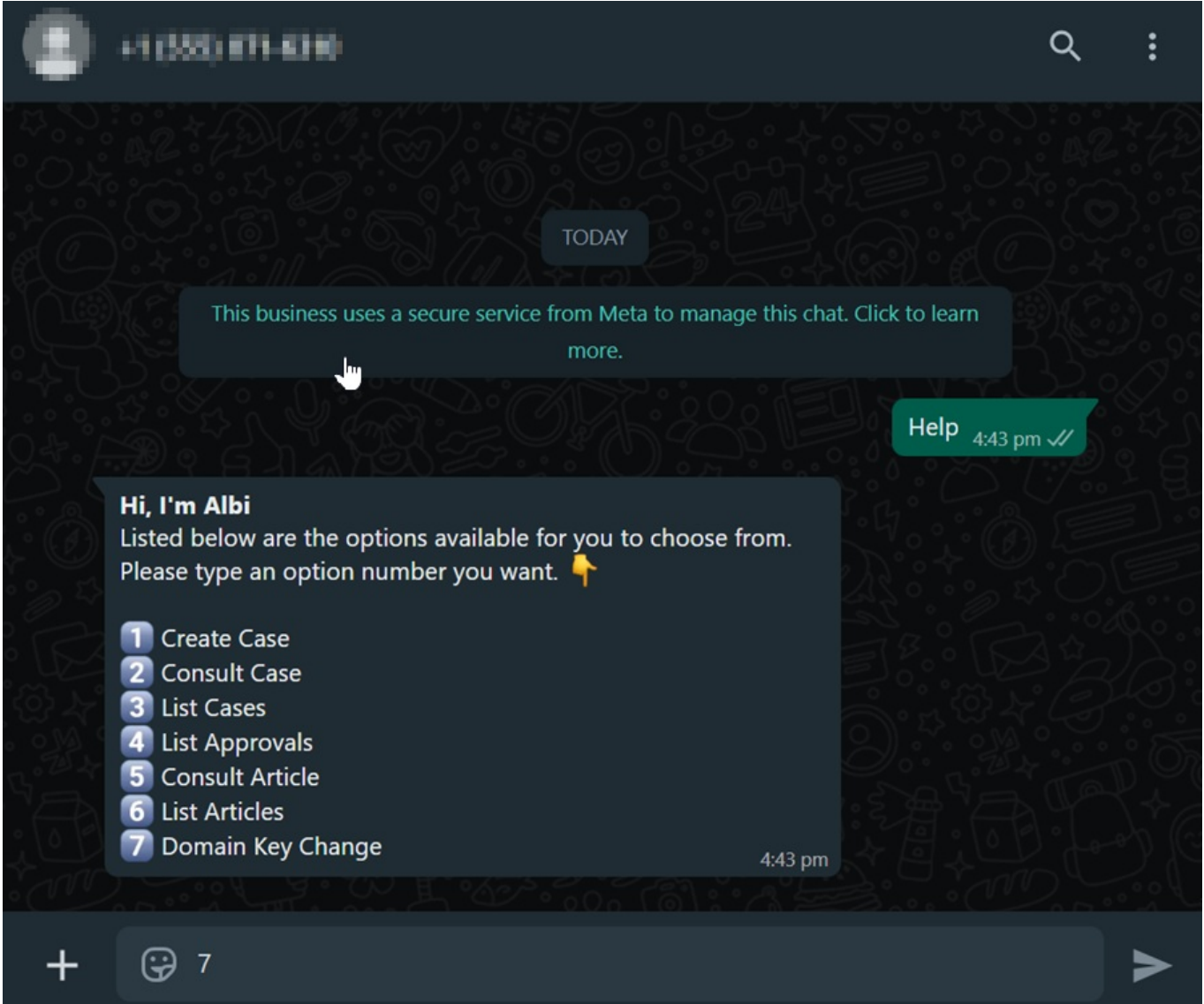
Medicina

>

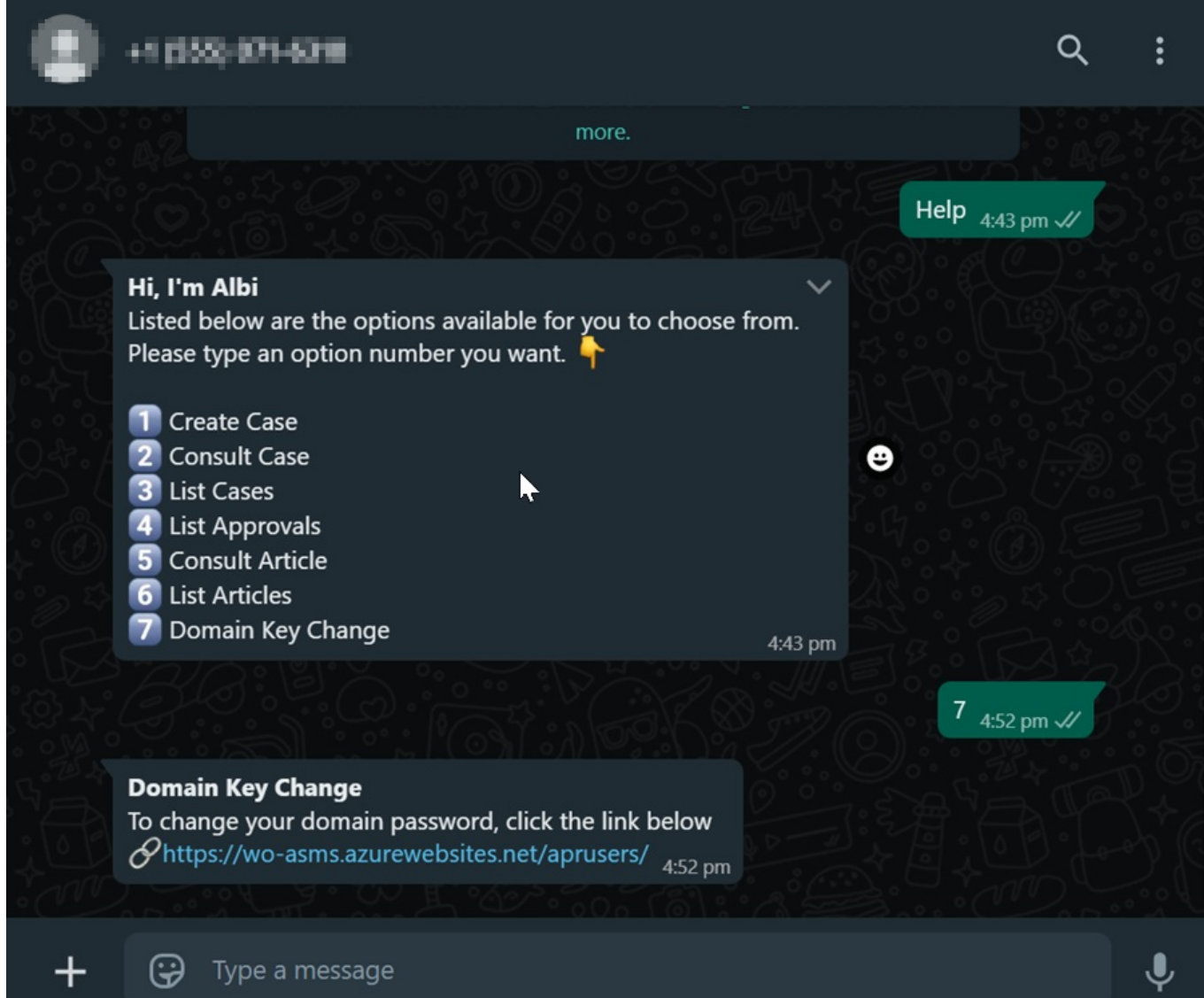
Domain Key Change

Preconditions:

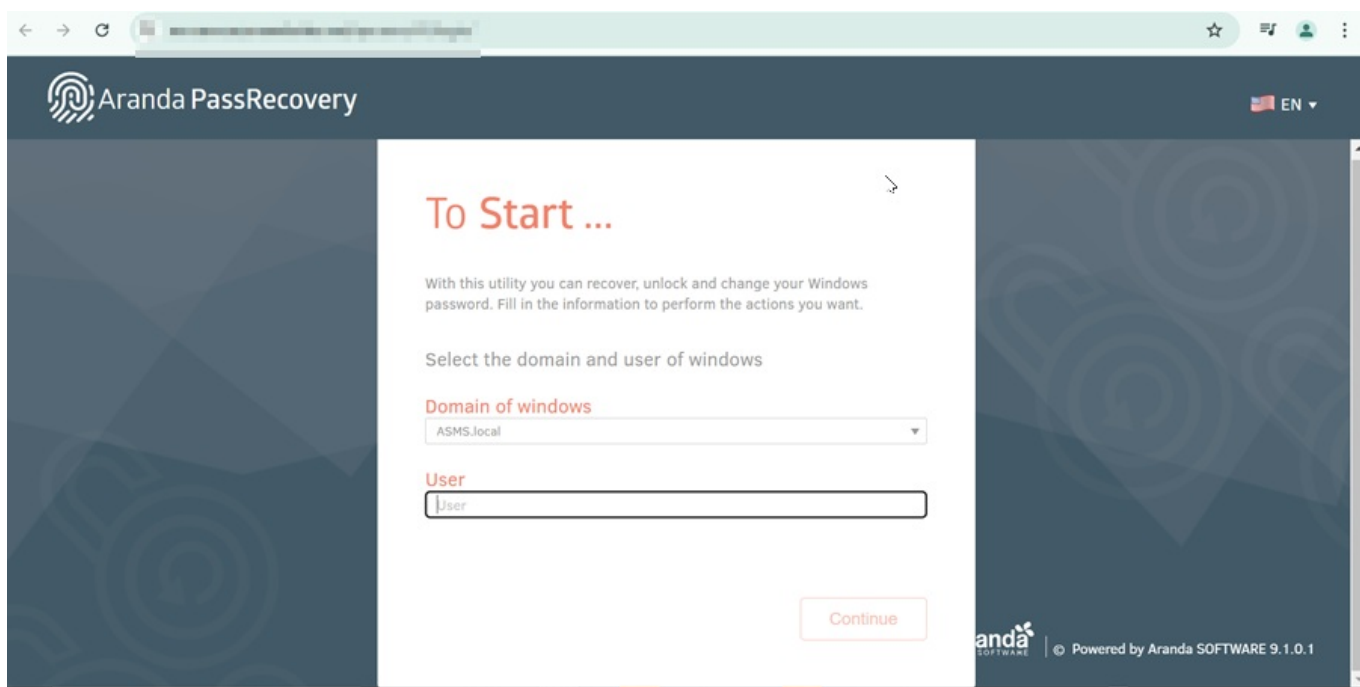
- To access the “Domain Key Change”, the Aranda Pass Recovery user site URL must be configured on the admin site. See [Settings](#)
1. To invoke the Bot, start a chat with the contact number via the WhatsApp web or mobile app. Then, type in any text and the Bot will respond with a greeting message and the available options. Select the option “Change domain password” Writing the corresponding number as an answer.



2. The bot receives the response and displays a message accompanied by a link to access the Aranda Pass Recovery user site.



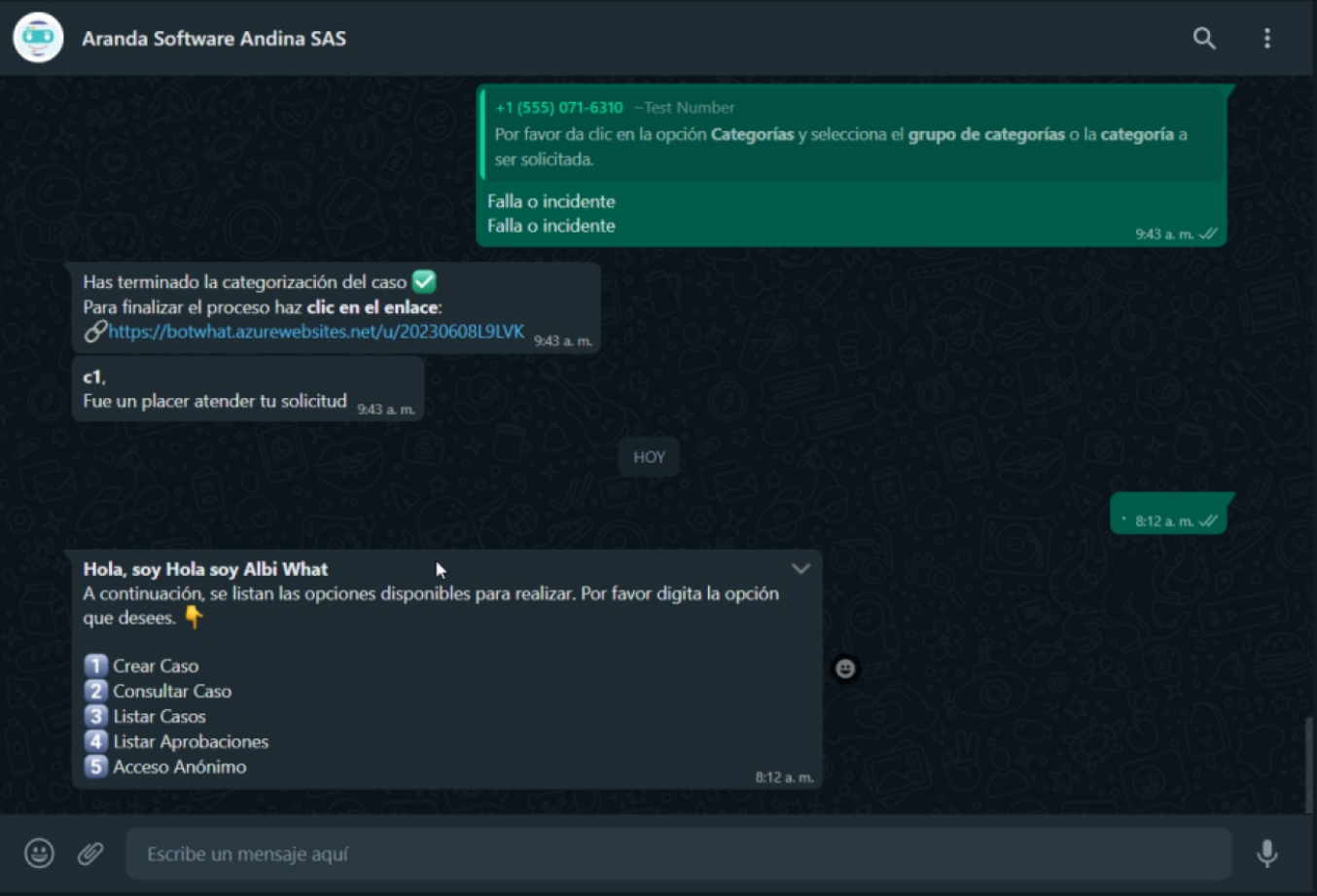
3. Clicking on the link will open the user site in a browser tab. Aranda Pass Recovery. From there you can change the domain key. For more information, see [Password Change](#)



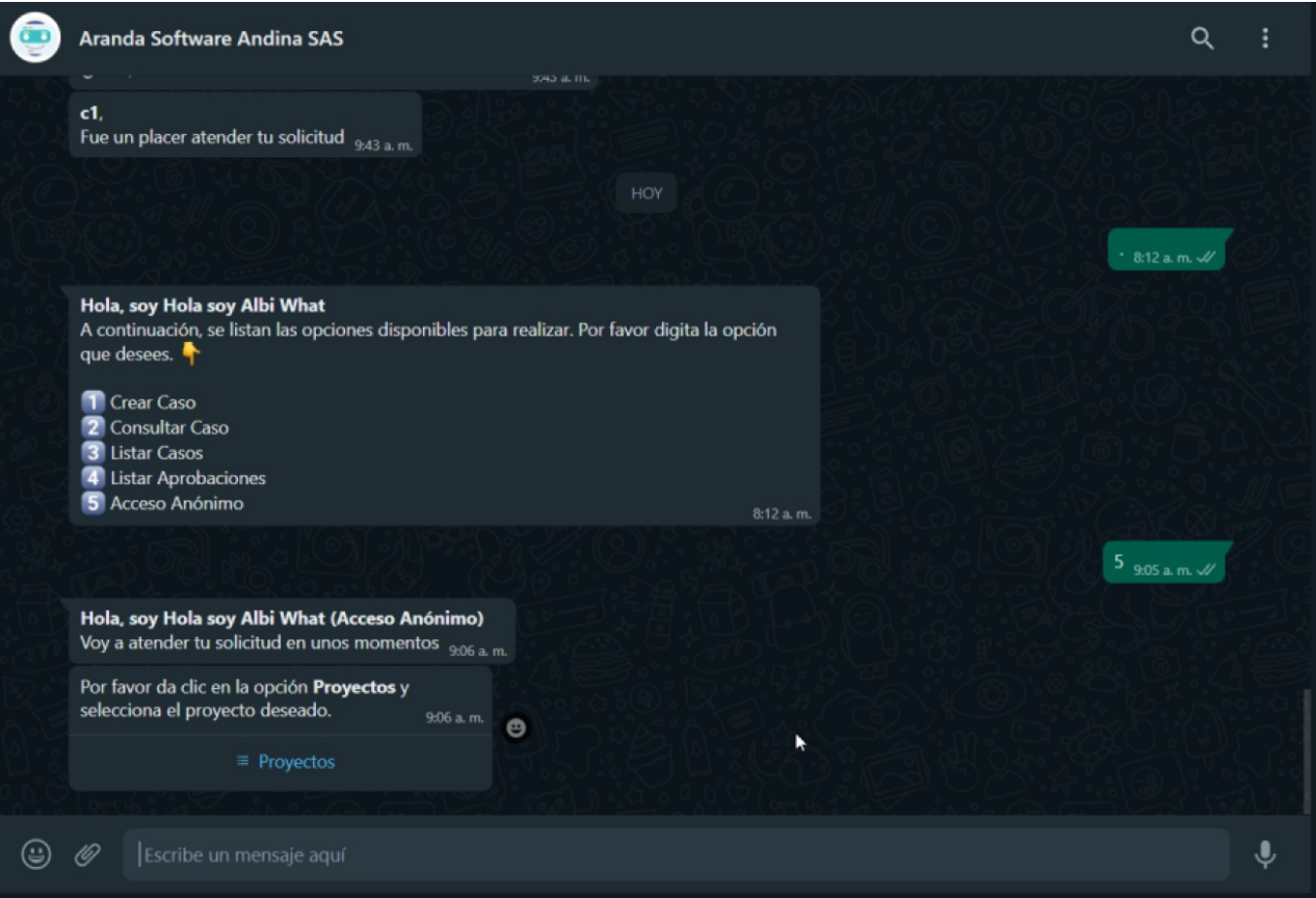
Create an Anonymous Case

To be able to register a case anonymously from the WhatsApp Bot, it is necessary to enable the option “Enable anonymous access” in the Web Configuration Console (ASMSAdministrator). [View Projects](#)
Both registered and unregistered users will be able to create cases anonymously.

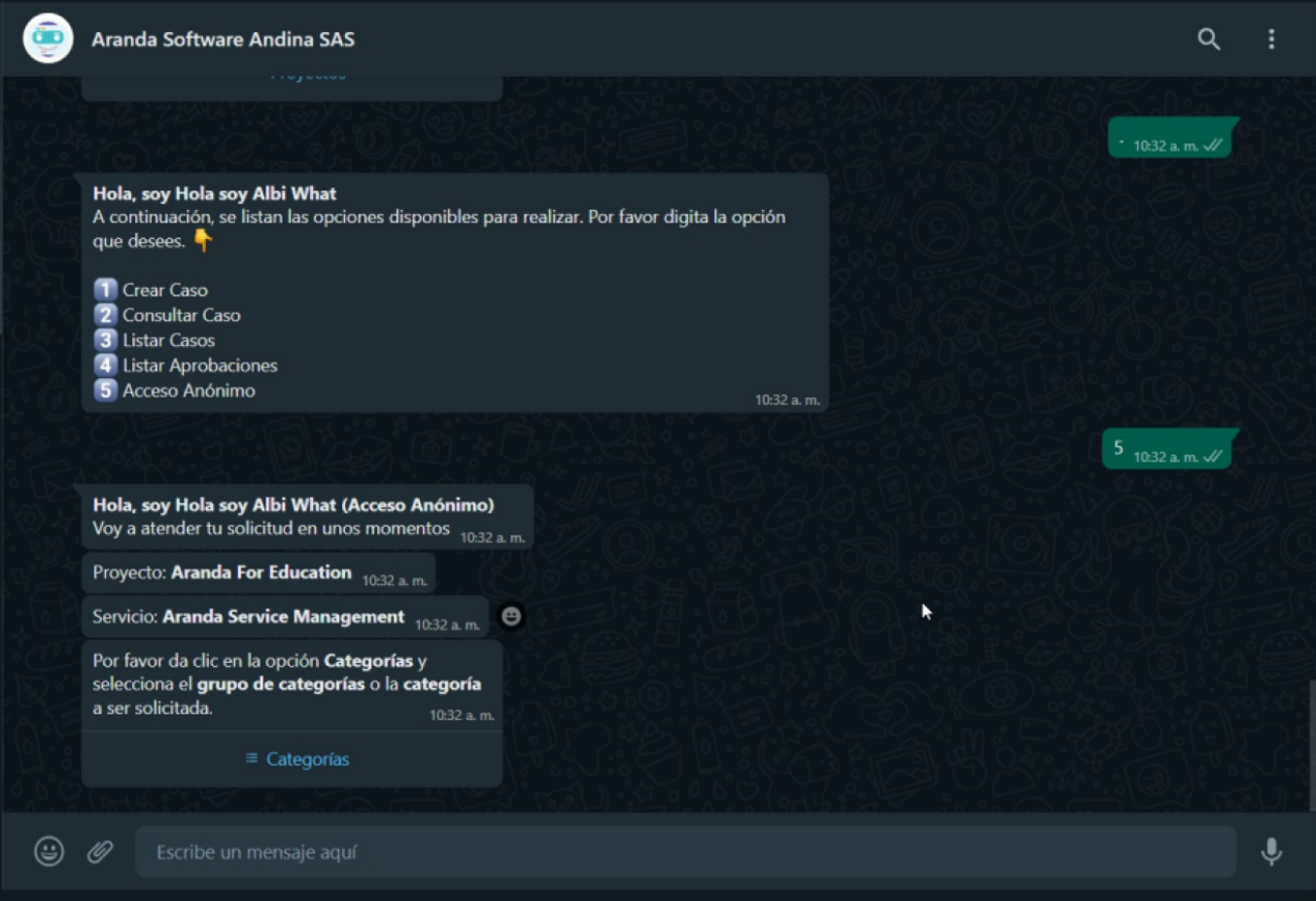
1. If the number interacting with the Bot is associated with an active user, when you start the conversation, the Bot will respond with a message and displays the available options. Select the option Anonymous Access by writing the number 5 as an answer.



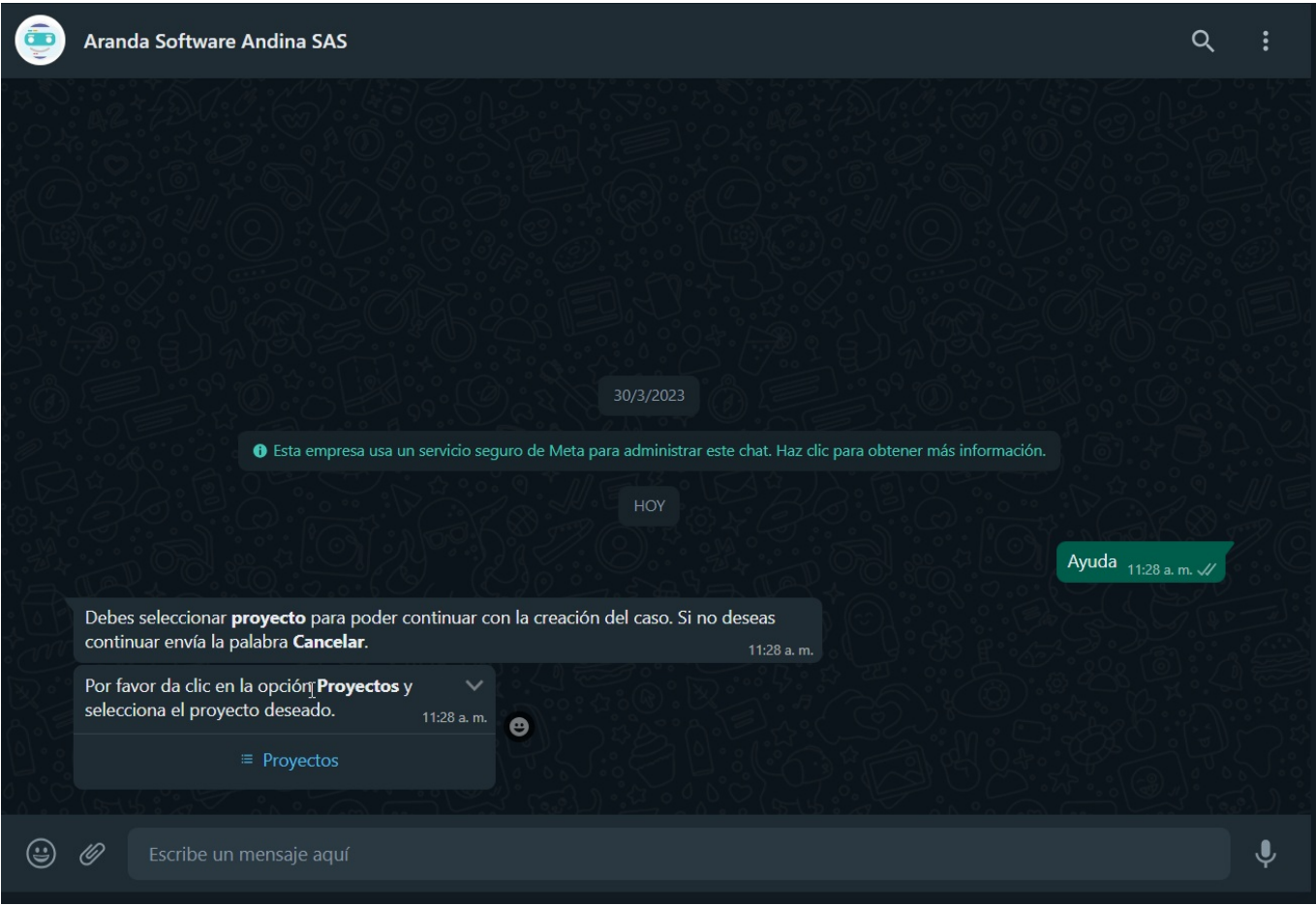
a) Si no tiene configurado un código por proyecto para el acceso anónimo en la configuración del entorno del bot, se le solicitará que seleccione un proyecto.



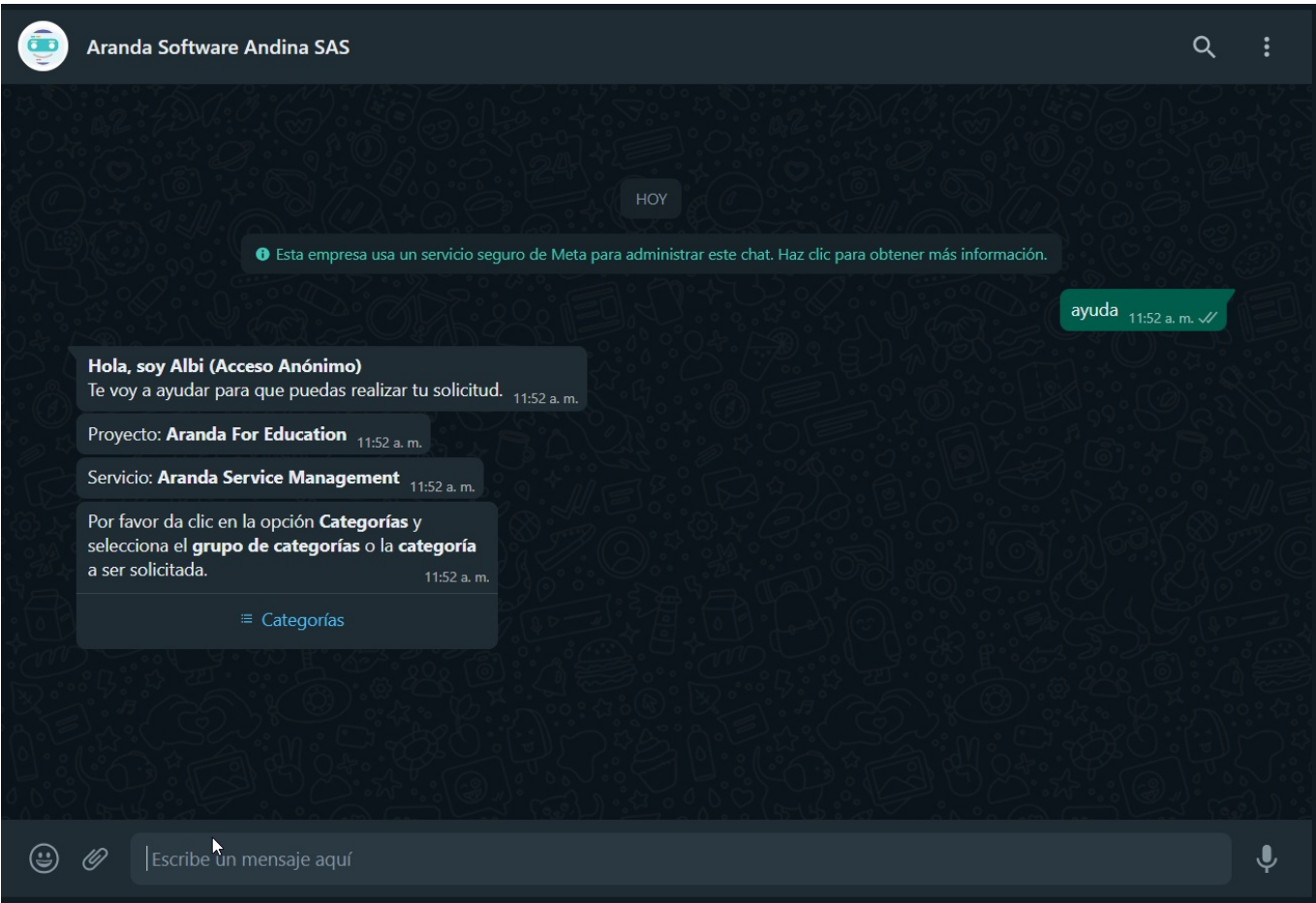
b) Si tiene configurado un código por proyecto para acceso anónimo en la configuración en el entorno del bot, el proyecto se seleccionará automáticamente.



2. Si el número que interactúa con eBot NO está asociado a un usuario activo, cuando inicie la conversación,el Bot responderá con un mensaje de saludo, sin embargo se pueden presentar los siguientes escenarios: a) If you don't have a code per project set up for anonymous access in your bot environment settings, your bot will respond with a greeting message. If more than one project exists with anonymous access enabled, you will be prompted to select a project.



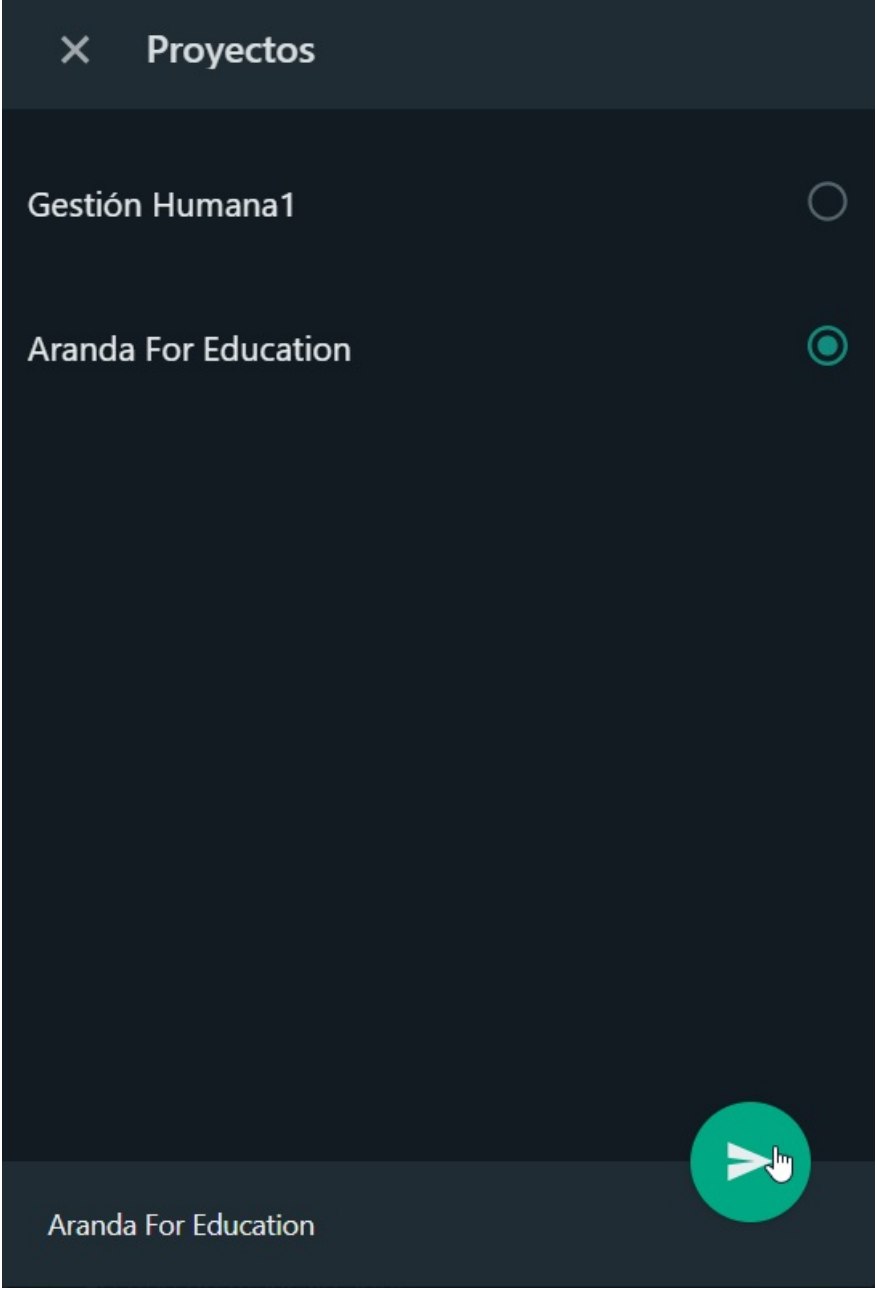
b) Si tiene configurado un código por proyecto para acceso anónimo en la configuración en el entorno del bot, el proyecto se seleccionará automáticamente.



[See Login and configuration in the Bot environment](#) 3. When selecting the Projects, you will be able to view the list of projects in which the Anonymous user is associated. If the user who is set to Anonymous is associated with more than 10 projects, 9 are listed and an option is enabled Following which will be sent as a response to the chat and generates a second list of projects.

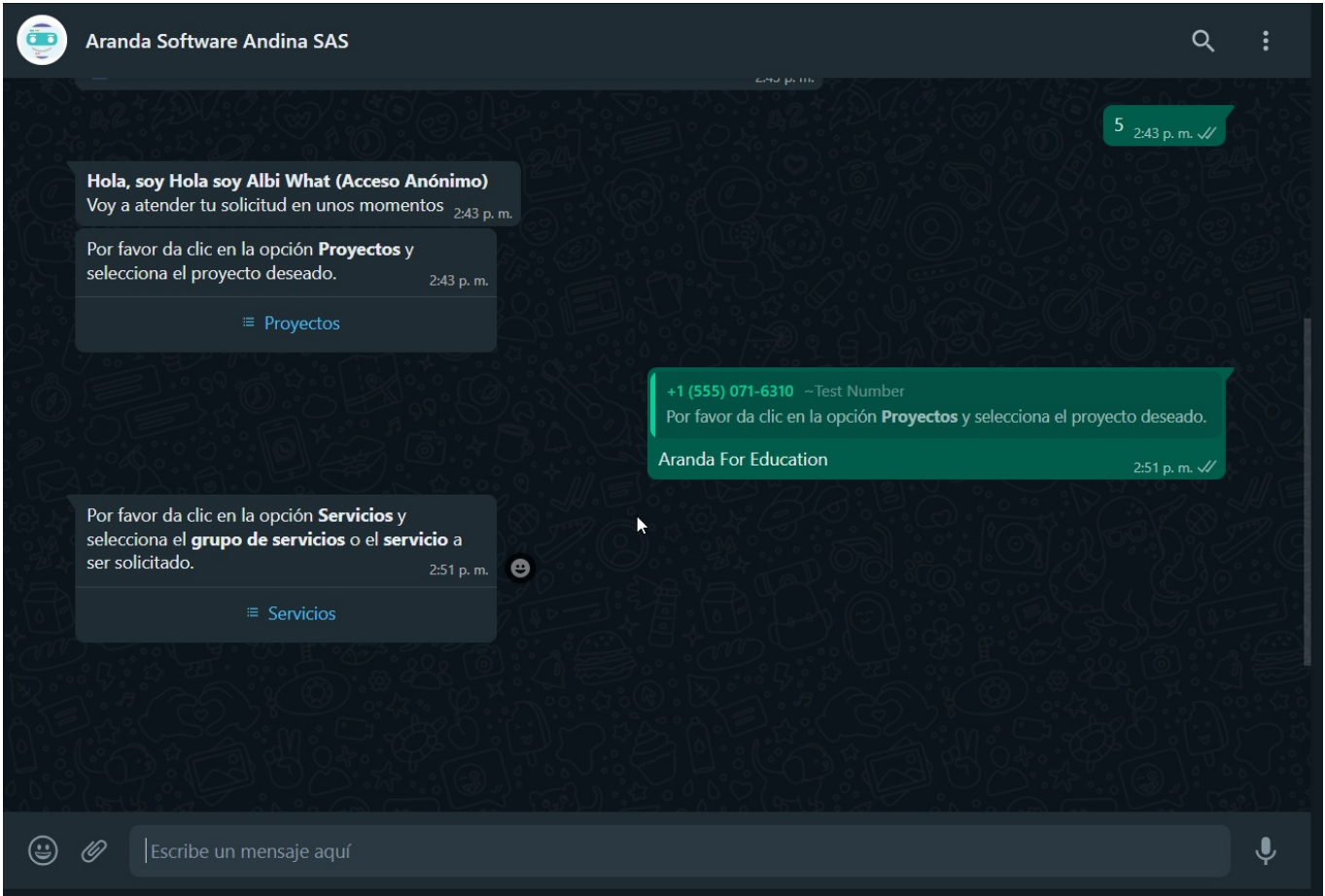
This action can be repeated until the last listing is no more than 10 projects. The user in session will be able to select a project from the generated lists, select the desired project and click on the Send.

📌 Note: After defining a project, the Bot does not allow you to change the selection and must submit the text Cancel to end the dialogue and start again the categorization of the case with Anonymous Access.



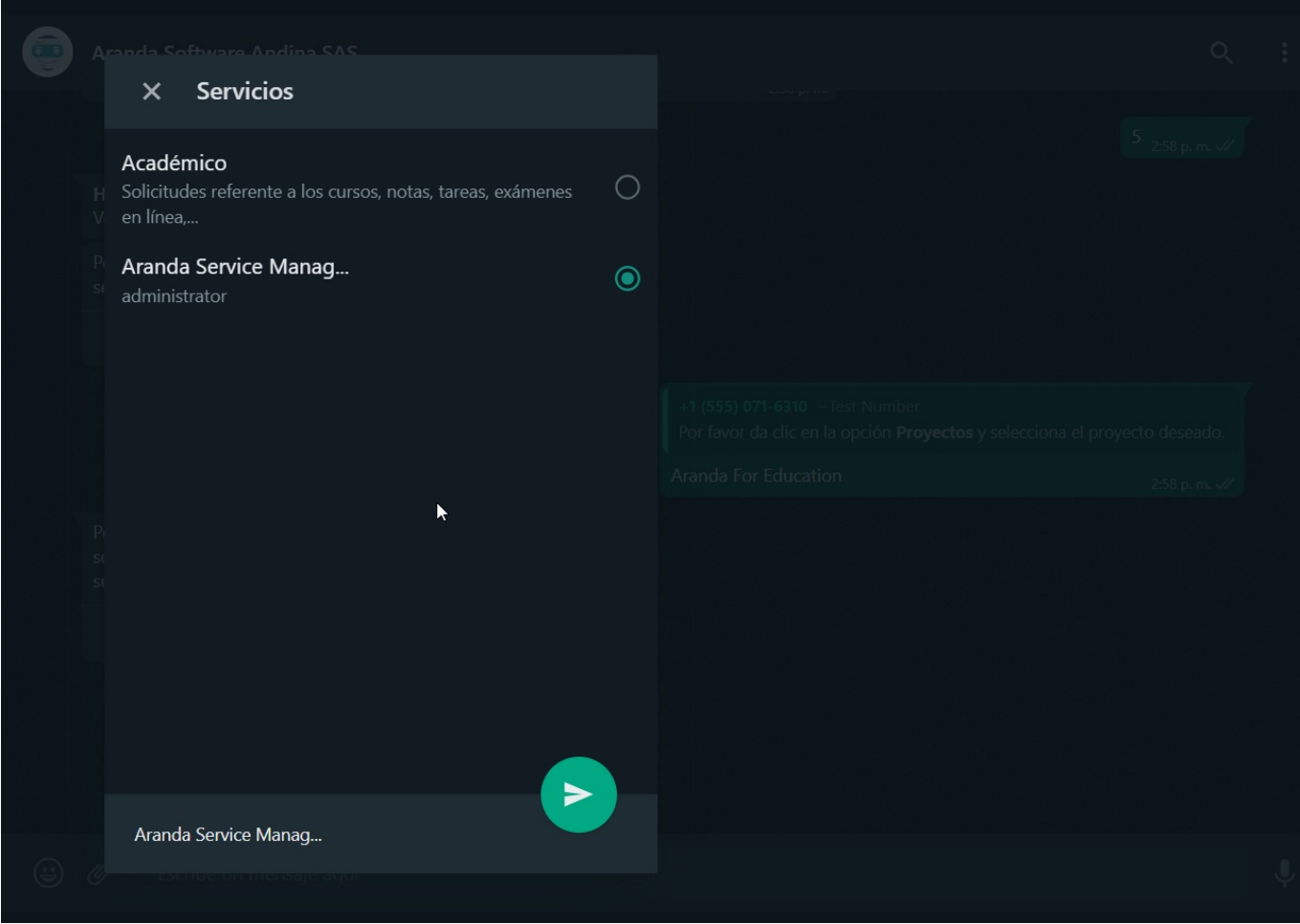
4. Al enviar el proyecto, se mostrará un mensaje solicitando seleccionar el grupo de servicios (cuando se tiene agrupaciones de servicios) o el servicio.

Note: If the user who is set to Anonymous is associated with a single service within a project, when selecting the project, the Bot will automatically select the service.

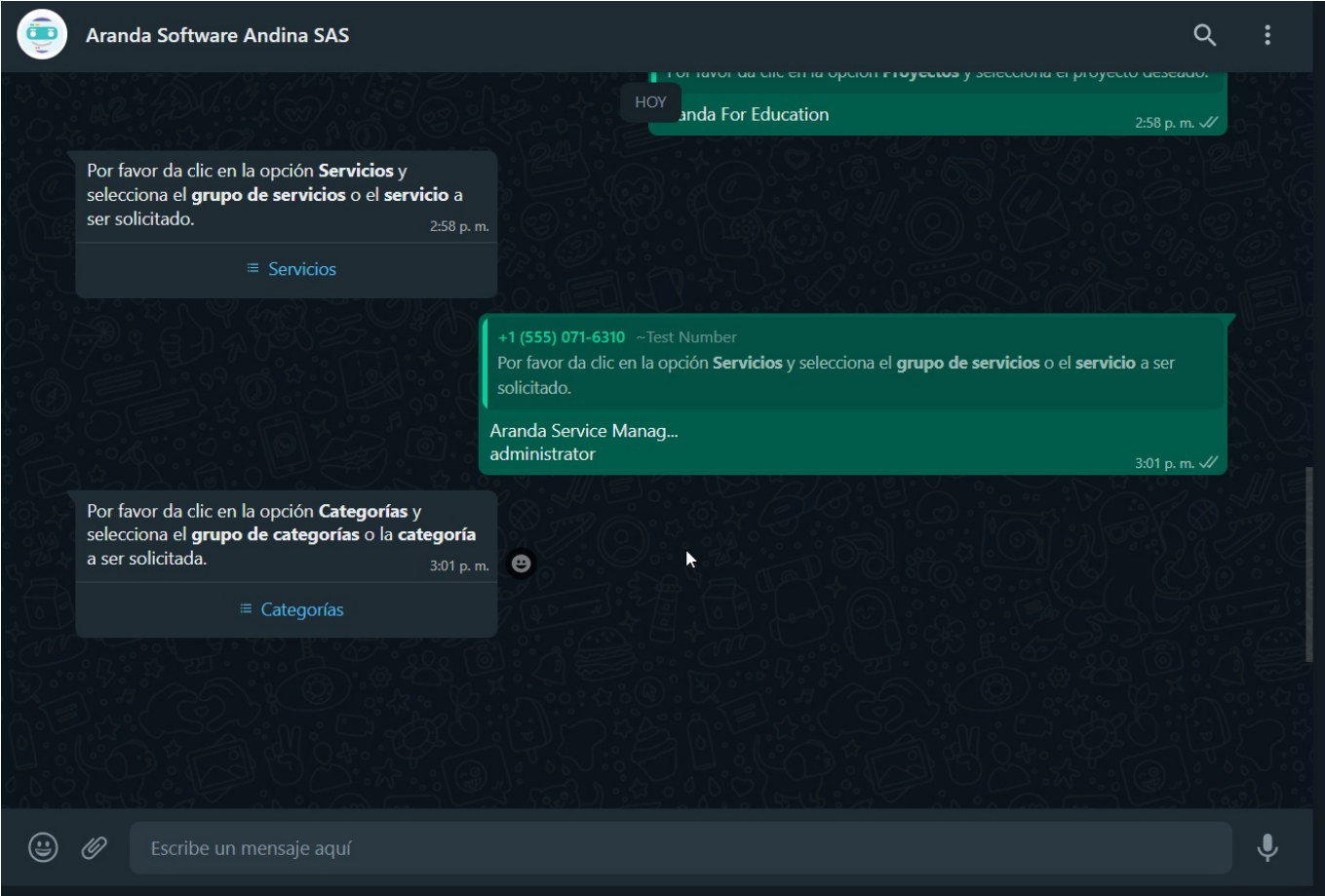


5. Si selecciona la opción Servicios, podrá visualizar el listado de los grupos de servicios o servicios en los que está asociado el usuario. Si el usuario en sesión está asociado a más de 10 servicios, se listan 9 y se habilita una opción con el texto Siguiente, que se enviará como respuesta al chat y genera un segundo listado de servicios This action can be repeated until the last listing is no more than 10 services. The user in session will be able to choose the desired service group or service from the generated listings, select the desired service, and click on Send.

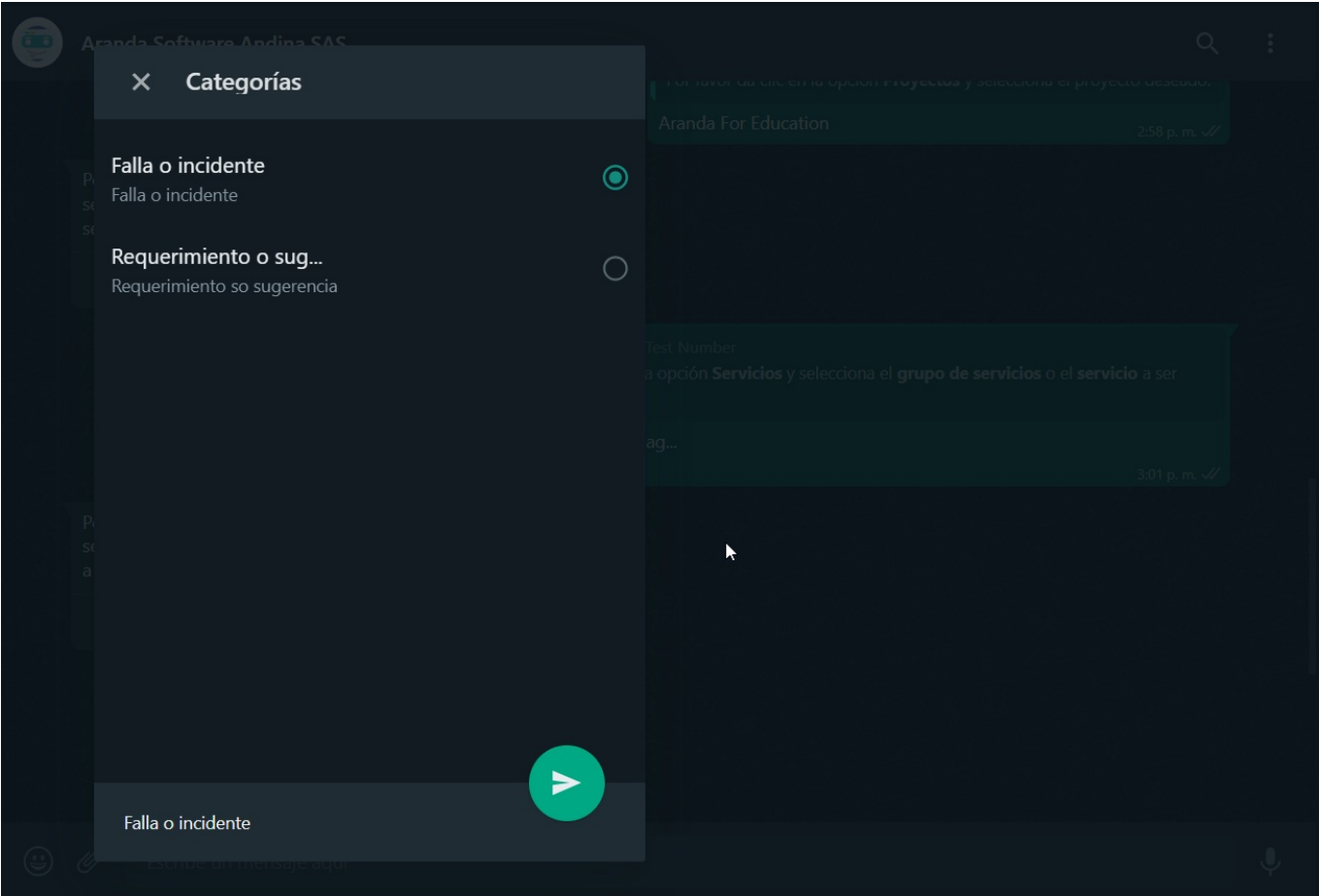
Note: After a service is selected, the Bot does not allow you to change the selection and must send the text Cancel to end the dialogue and start the categorization of the case again.



6. The selected service is sent as a reply in the conversation, the Bot returns a message requesting to select the category.



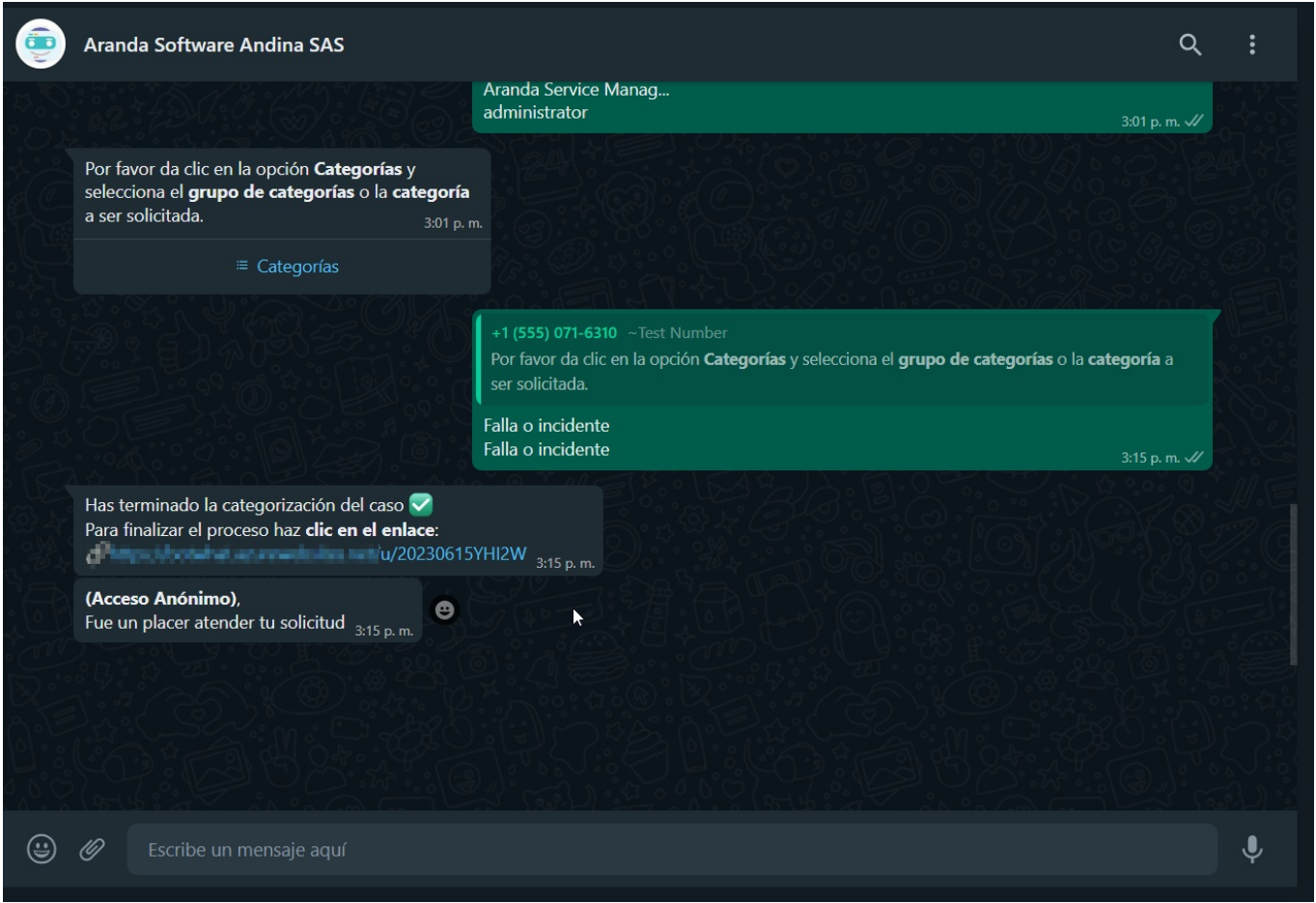
7. When selecting the Categories you will be able to view the list of categories related to the selected service and associated with the user; If the number of categories is greater than 10, the behavior is similar to that of the previous steps. Select the desired category and click Send.



8. The selected category is sent as a reply in the conversation, the Bot will display a message notifying that the categorization of the case is finished and asks to click on the link or button Create Case if you have the custom template set up.

Note:

- 1 The confirmation message must match the one configured when creating the custom template – Create Case. [View Template Creation – Create Case](#).
- 2 If the Bot responds with the message Create unidentified case template, contact the Administrator, validate that the template configuration is in an active state [View Configuration Template Status](#) and/or that the name assigned to the custom template matches the one entered in the [Application configuration in the Bot environment](#) in the Create Case Template field.



9. Select the option Create Case (if you have a custom template) or the generated link, to be redirected to the form that allows you to create the case.

Configuración Avanzada

Asunto

Aranda Service Management >> Falla o incidente

Cliente

Anonimo

CI

Responsable y uso del CI

Digite mínimo tres letras

Ubicación

Digite por lo menos una letra o tecla espaciadora

Descripción

Aranda Service Management >> Falla o incidente

Texto corto

Lista

Párrafo

Hora y fecha

d/m/a h:min:s

Crear caso

10. Clicking on the “Create case” button will confirm the creation of the case and open a window showing the case tracking link. Be sure to copy and save this link, as it is the only means of keeping track of the case.

Configuración Avanzada

Asunto

Aranda Service Management >> Falla o incidente

Cliente

Anonimo

CI

Responsable y uso del CI

Digite mínimo tres letras

Ubicación

Digite por lo menos una letra o tecla espaciadora

Descripción

Aranda Service Management >> Falla o incidente

Texto corto

Lista

Párrafo

Hora y fecha

d/m/a h:min:s

Crear caso

Seguimiento del caso

Link de seguimiento del caso

https://vm-asms-wo01.arandasoft.com/443

Copiar

IM-104660 creado exitosamente

Important considerations

Important Considerations

- The cell phone number of the user who is interacting with the Bot must not be assigned to more than one user in the Aranda Service Management environment.
- The email of the user who is interacting with the Bot must not be assigned to more than one user in the Aranda Service Management environment.
- The Service Management user associated with the cell phone number used in WhatsApp must be active and have at least one project and service associated with it in Aranda Service Desk.
- If the Bot is unable to communicate with the Aranda Service Management environment, it will display a response message “I cannot communicate with the server. Please contact the Aranda administrator.”
- The operation of the WhatsApp Bot requires the correct configuration of the Meta application and Aranda Service Management.
- The WhatsApp Client (wclient) user uses an Aranda Service Management license to make requests to the database through the Bot. The validity period of the license is determined by the settings that you have set in the Admin console.
- When the WhatsApp Bot works on the client’s premises, it is the customer’s responsibility to ensure the correct configuration of Aranda Sevice Management.
- The massive use of this integration with the WhatsApp Bot can demand more resources (networks, communications, servers) on the infrastructure and servers running Aranda Service Management. When operating at customer premises, it is the customer’s responsibility to analyze the impact it may have on their infrastructure and make any necessary adjustments to support any increase in service desk demand in Aranda Service Management.
- The desktop version of WhatsApp that is installed from the Microsoft Store is not compatible with the API messaging used in this Bot.
- When interacting with the Aranda Service Management environment, the Bot uses a 5-minute request cache in order not to saturate the environment with requests, when changes are made in the data or in adjustments it is the maximum time that must be waited for them to be reflected in the Bot.