



Albi Bot WhatsApp

Albi Bot WhatsApp is an extension that allows the end user to interact with the Aranda Service Desk from the WhatsApp Mobile and WhatsApp Web application environment. The following actions can be carried out from the Bot:

- Categorize cases for creation.
- List cases associated with the user.
- Consult cases associated with the user by entering a search criterion.
- List active approval processes associated with the user interacting with the Bot.
- Consult articles related to the user by entering a search criterion.
- List user-related items.
- Categorize cases anonymously for creation (when you have the option enabled in BASDK).

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 Desk minimum version 8.29.16 with database 8.0.161, as an Aranda cloud service, or on-premise installation.
 - A named user in Aranda Service Desk 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, ASDK, and Bot Environment configurations

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:

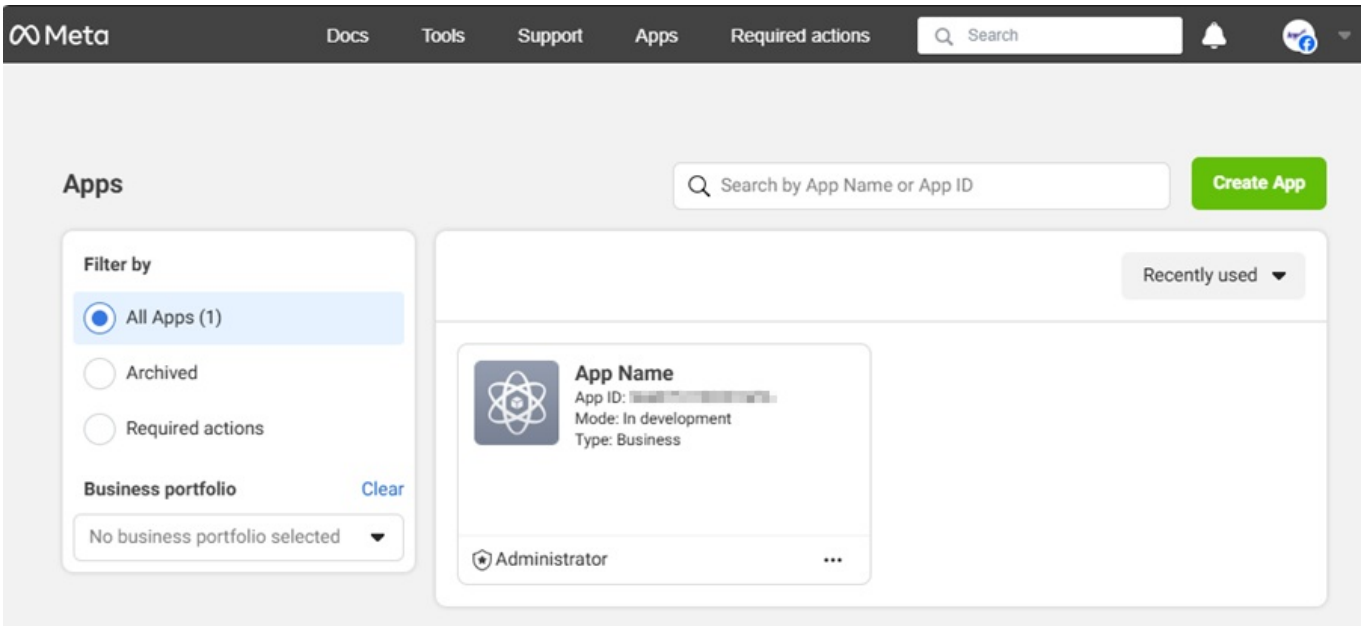
1. To create an app, you must be registered as a Meta developer and signed in to Meta for Developers. Visit [Create Meta Developer Account](#) and follow the prompts. If you already have the registration, you can move on to the next step.

Create Business-type Meta App

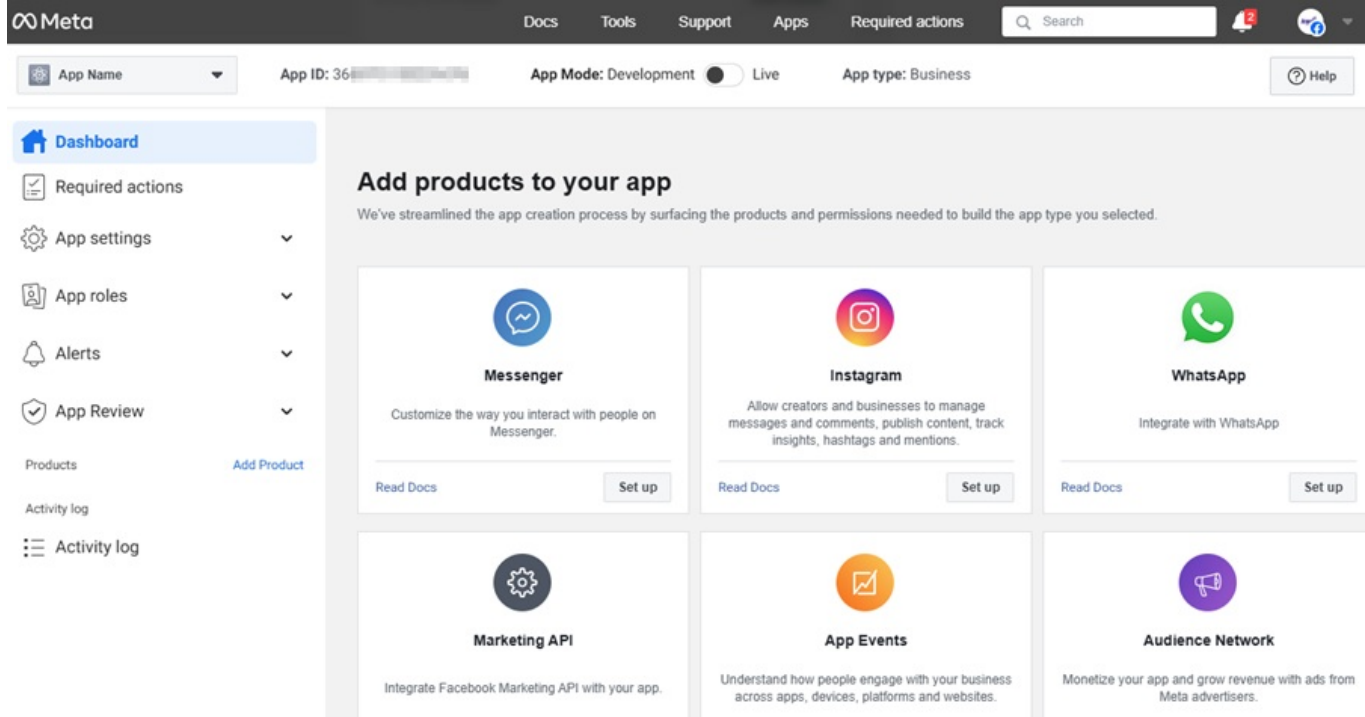
2. The creation of a Business (Enterprise) type application is required. To create the application, click on the following link: [Create app](#) and follow the prompts

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.

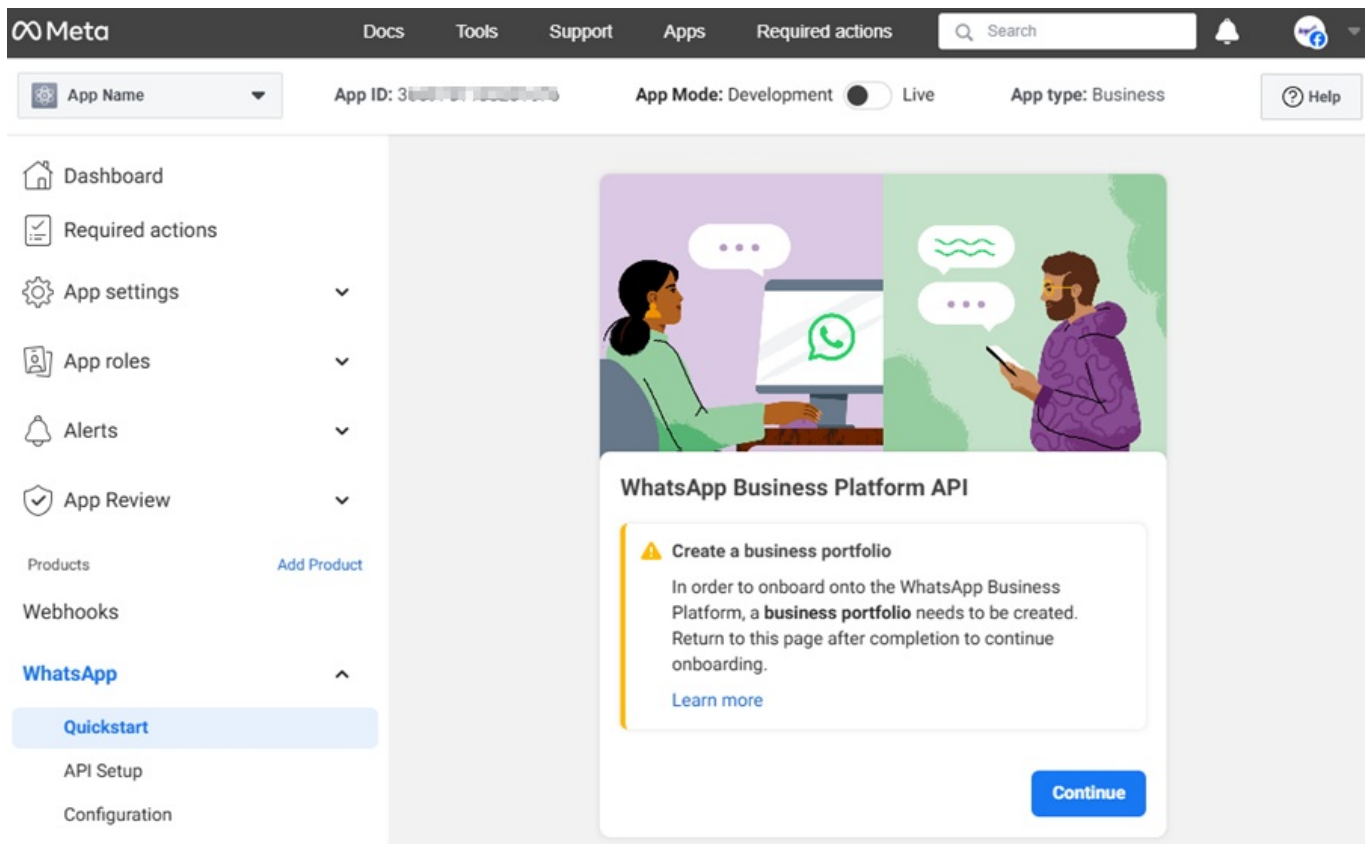


4. Select the Products option from the Main Menu (Add Product); In the information view you can view the application WhatsApp, click the Configure.



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

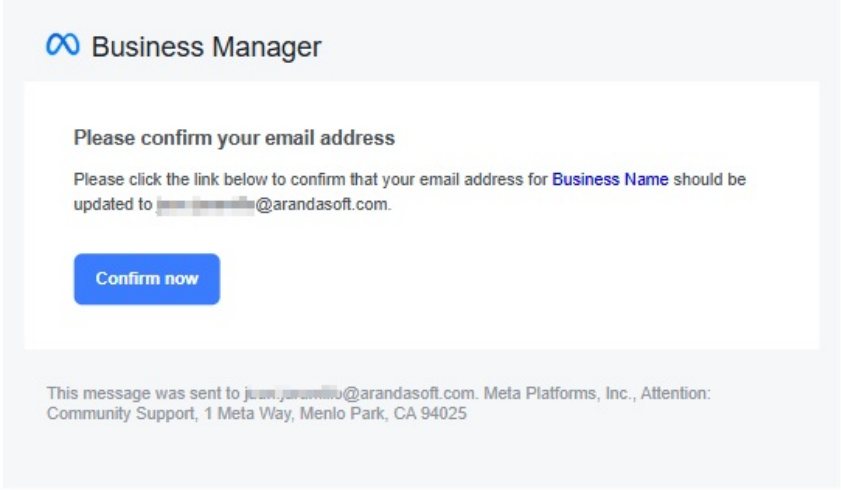
This should be an email you use to conduct company business. We'll send an email to verify it. You'll also receive communications regarding your business portfolio at this email.

email

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

Submit

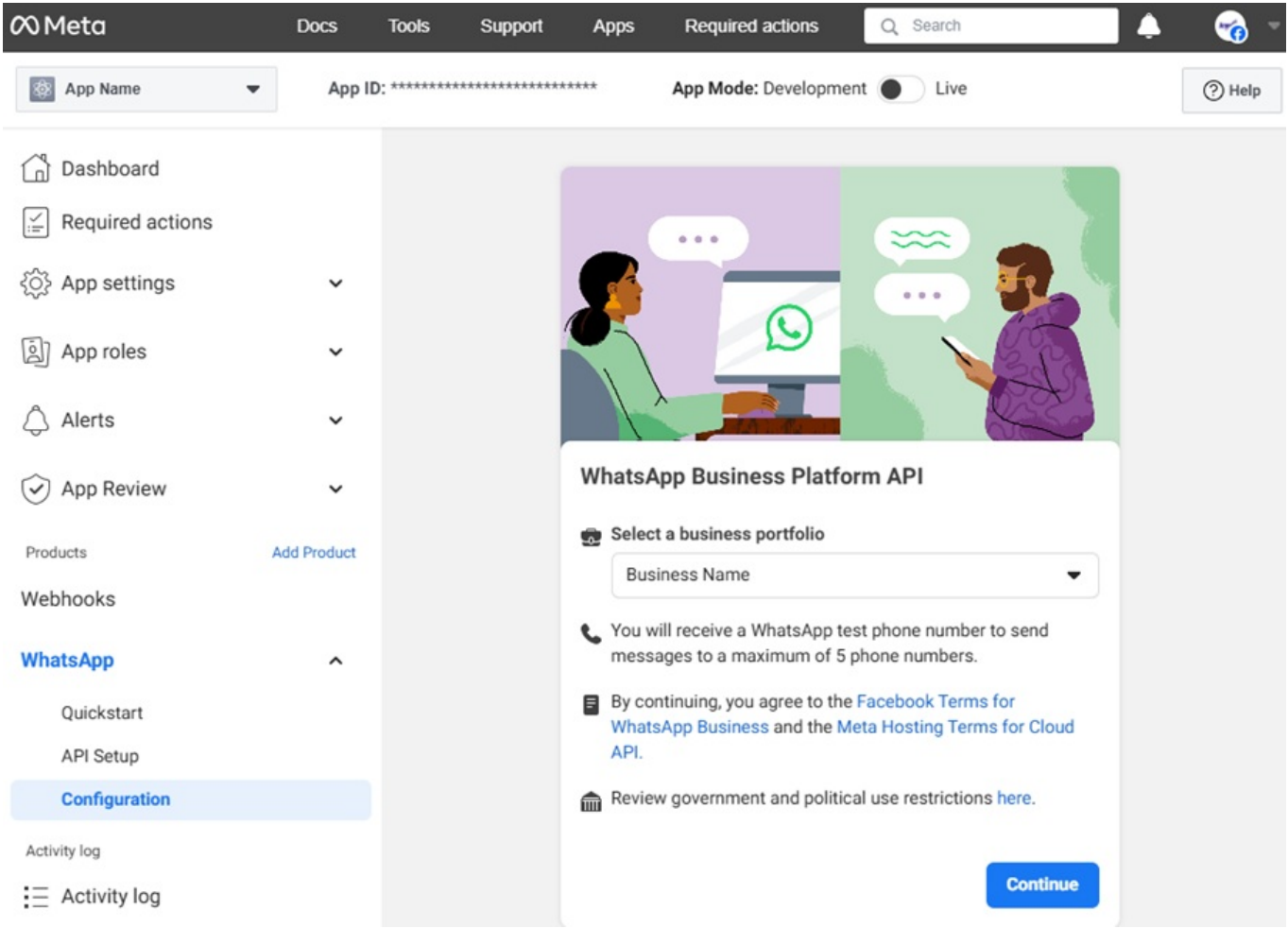
7. A message arrives at the configured email account to confirm the account. Click the Confirm Now and you will be able to view a confirmation message.



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.

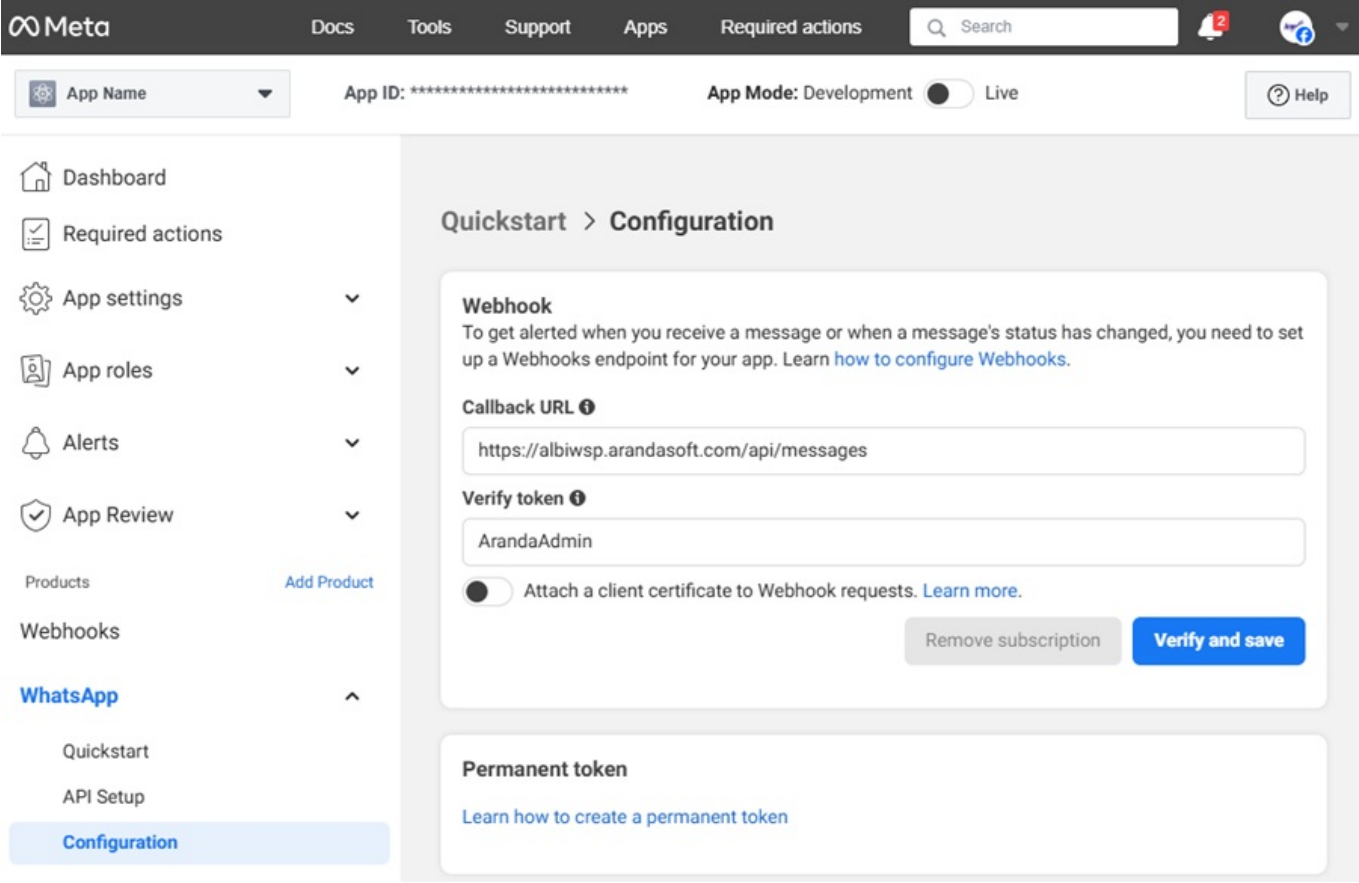
9. Log in again to [Meta for Developers](#), select the created application. In the WhatsApp Select the option Configuration, within the WhatsApp Business Platform API, are listed in the business portfolios, select one from the list. Then, click the Continue.



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

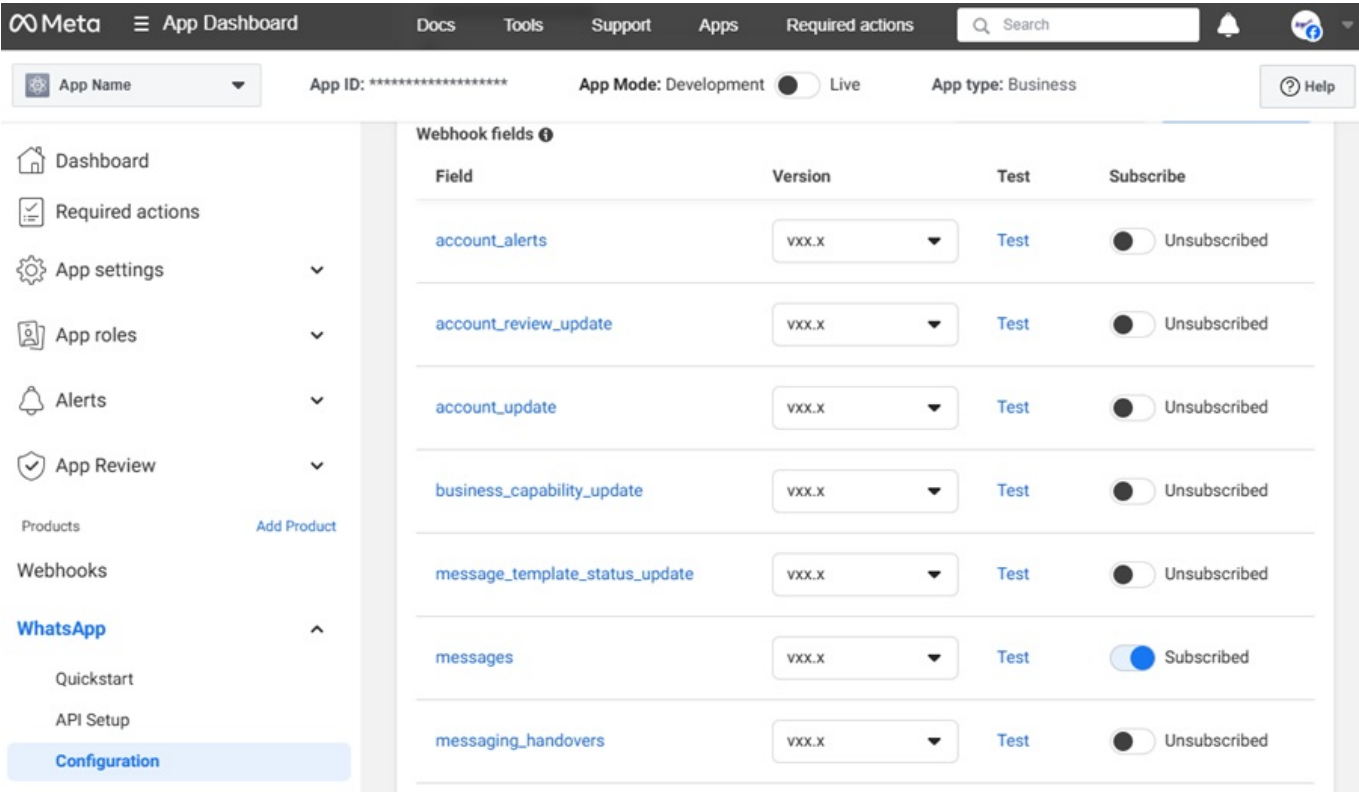
Field	Description
Callback URL	The URL for the WhatsApp API callback is configured: https://albiwsp.arandasoft.com/api/messages .
Verification ID:	ArandaAdmin

Click the Verify and Save.



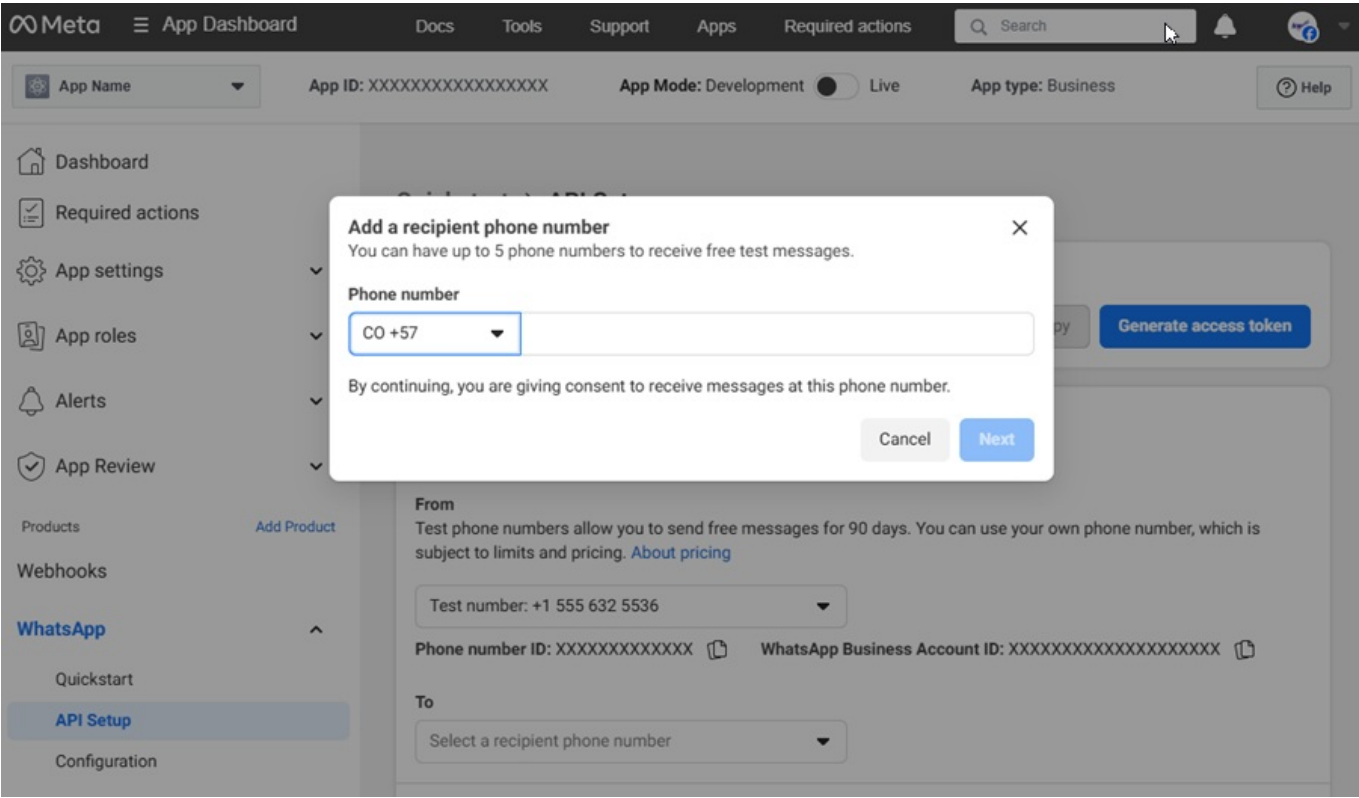
Note: If the customer has their own implementation of the Bot, in the Callback URL you must enter the domain's own URL replacing albiwsp.arandasoft.com with your own domain, then click on the Verify and save.

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.



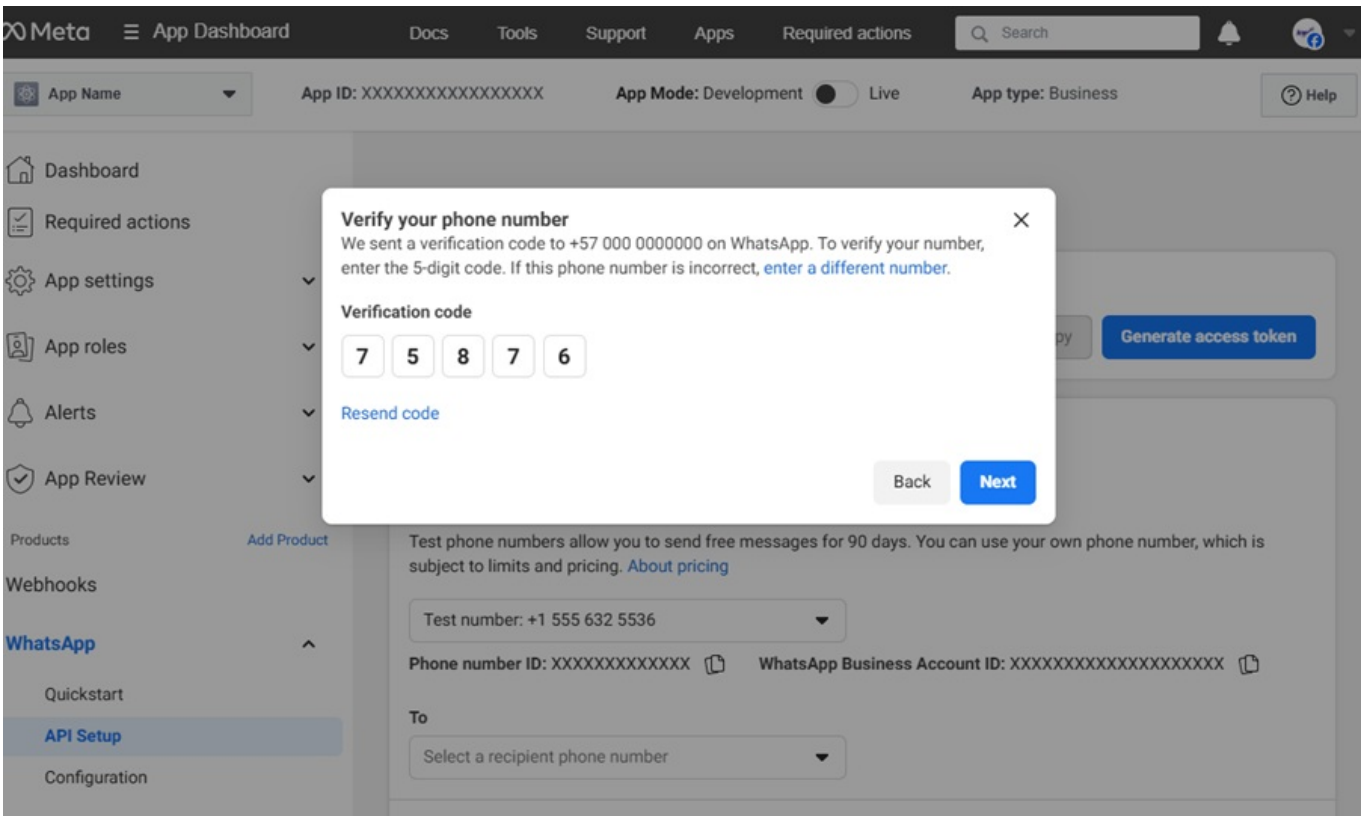
Add Test Number

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.

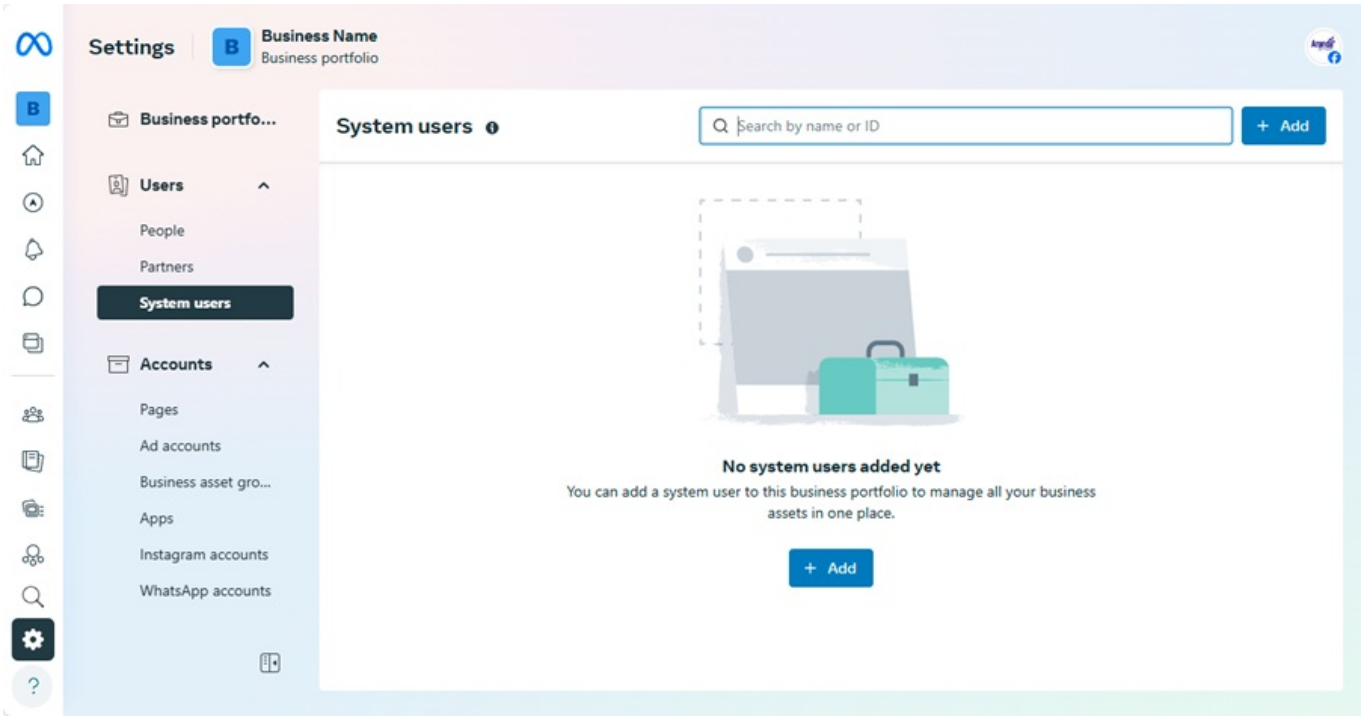


ⓘ Note: Up to a maximum of 5 phone numbers can be added, which will be used for testing before adding the customer’s own number.

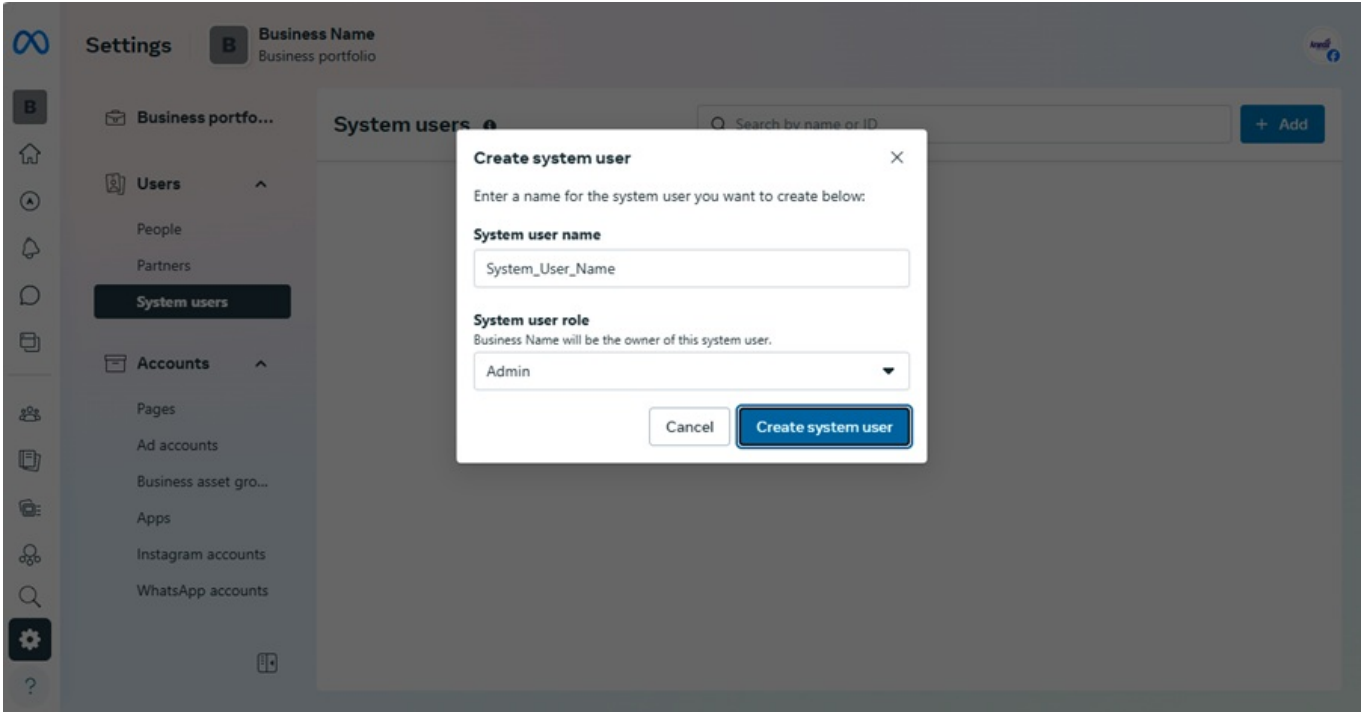
Setting Permanent token in the Meta app

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

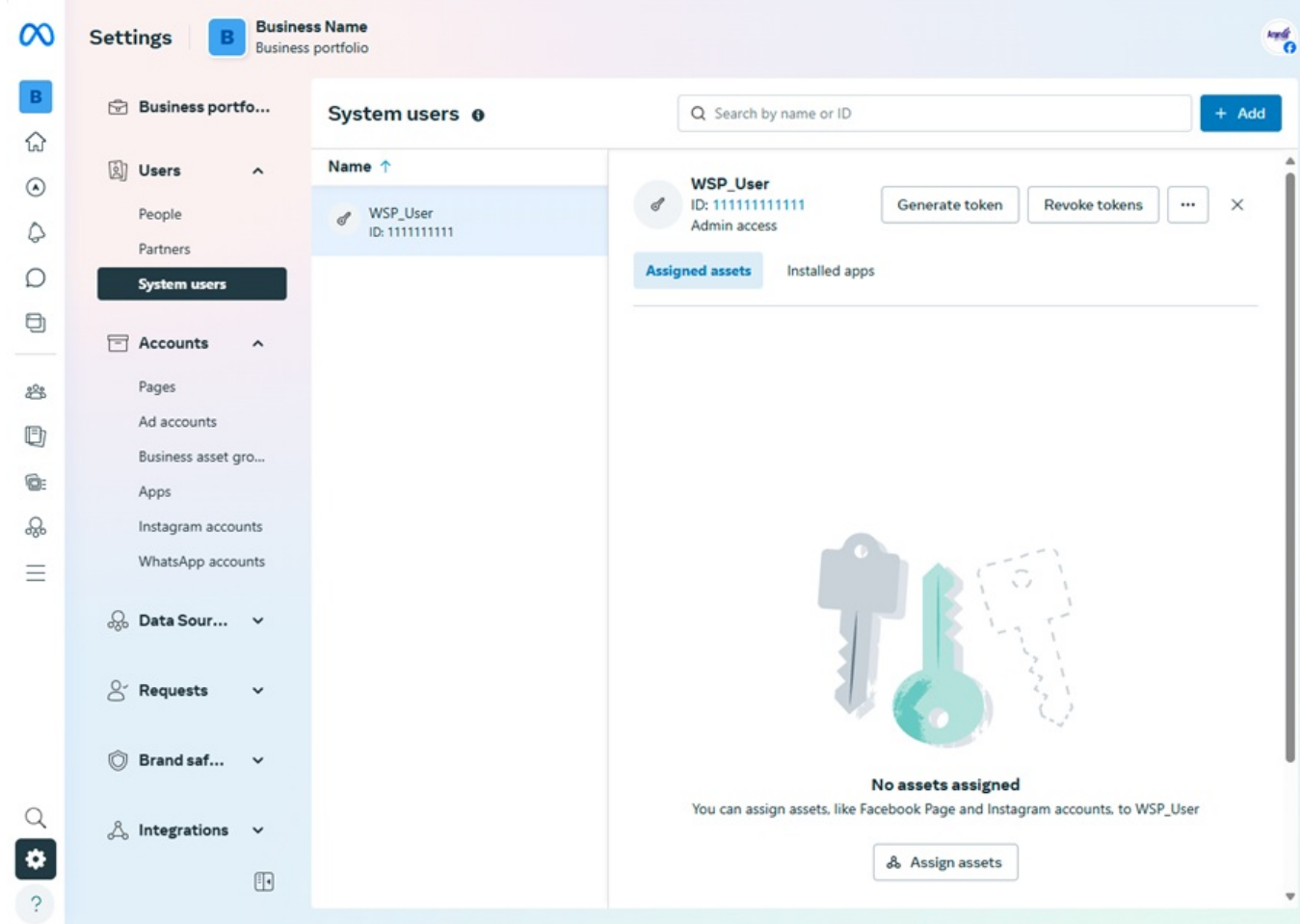


2. The window is enabled Create System User Enter a username and assign the role Administrator; Click the Create System User.



Add App

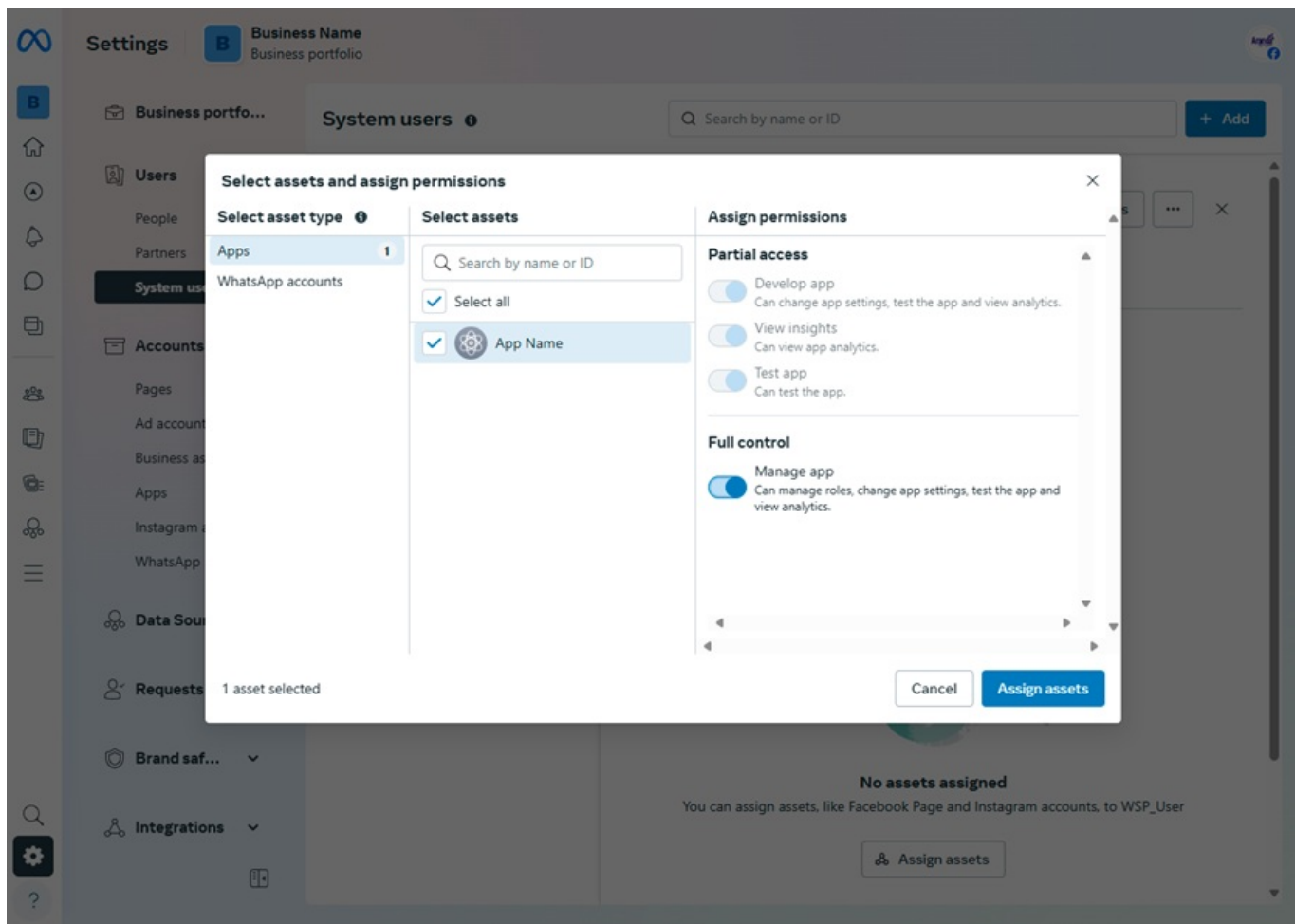
3. Once the System Administrator user has been created, they will appear in the list of System Users. Click the system user's name to display the overlay image of the asset mapping. Click the Assign assets to display the Select Assets and Assign Permissions window.



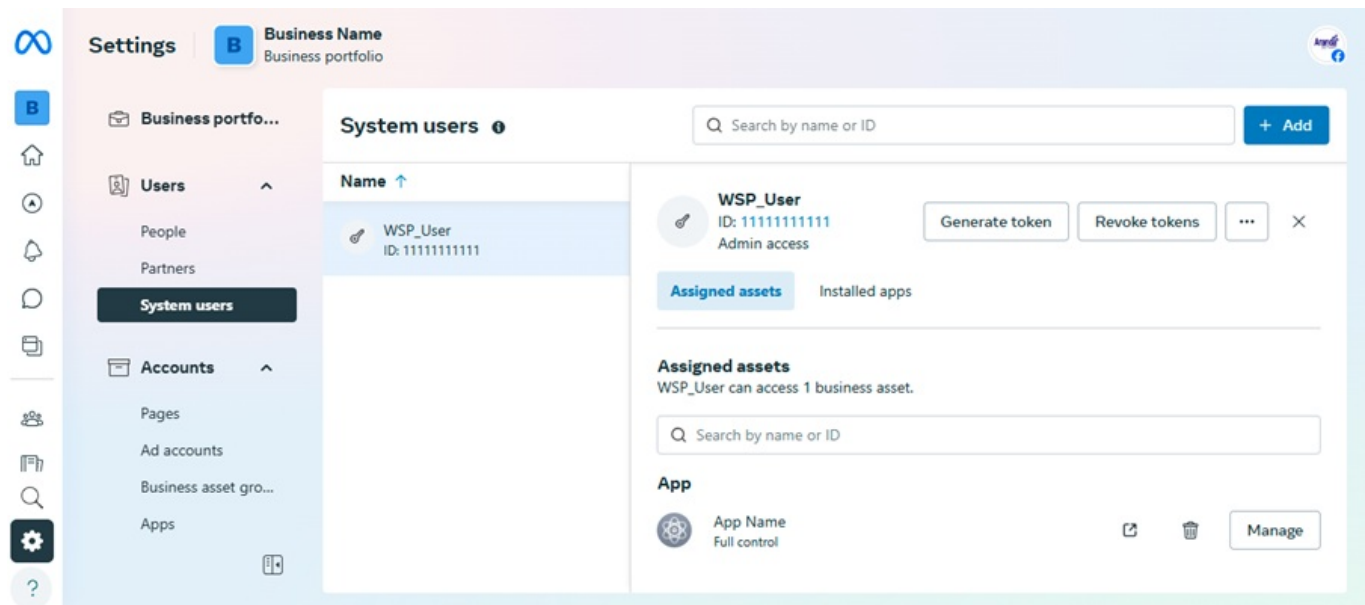
4. The window is enabled Assign Assets to User Name where you can configure the following information:

- 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.



- business_management
- whatsapp_business_management
- whatsapp_business_management

When enabling permissions, click the Generate Token.

5. A window is displayed with data related to the user, the application and an access identifier "Token Permanent Access", which must be stored securely for later configurations in the Bot's environment. When finished, click on the Accept.

1. To set up and add a number, go to [Meta for Developers](https://developers.facebook.com/docs/whatsapp/messaging-limits/), select the option (My applications), then click on the application name that was initially created, adding a number increases the number of conversations that can be started for free, for more information go to the following links: <https://developers.facebook.com/docs/whatsapp/messaging-limits/> <https://developers.facebook.com/docs/whatsapp/pricing/>

[illegible]

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.

Meta

App Dashboard

Docs

Tools

Support

Apps

Required actions

Search

Help

App Name

App ID: 1111111111111111

App Mode: Development Live

App type: Business

Help

Required actions

App settings

App roles

Alerts

App Review

Products

Webhooks

WhatsApp

Quickstart

API Setup

Configuration

Activity log

Step 3: Configure webhooks to receive messages

Create a custom webhook URL or use services that help you setup an endpoint. [Configure webhooks.](#)

Step 4: Learn about the API and build your app

Review the developer documentation to learn how to build your app and start sending messages. [See documentation.](#)

Step 5: Add a phone number

To start sending messages to any WhatsApp number, add a phone number. To manage your account information and phone number, [see the Overview page.](#)

Step 6: Add payment method

Add a payment method to send business-initiated messages to your customers. After you use 1000 free user-initiated conversations each month, you will also need to have a payment method.

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.

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 business0/512

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, si se cuenta con plantillas personalizadas luego de agregar el número se deben [crear las plantillas](#).

Setting up custom 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: 11111111111111111111

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: 11111111111111111111

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

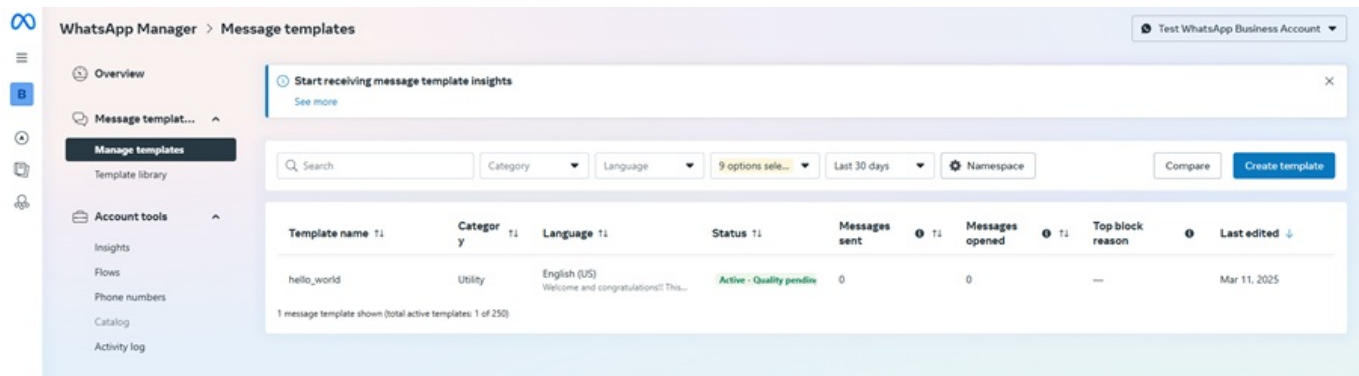
To

Select a recipient phone number

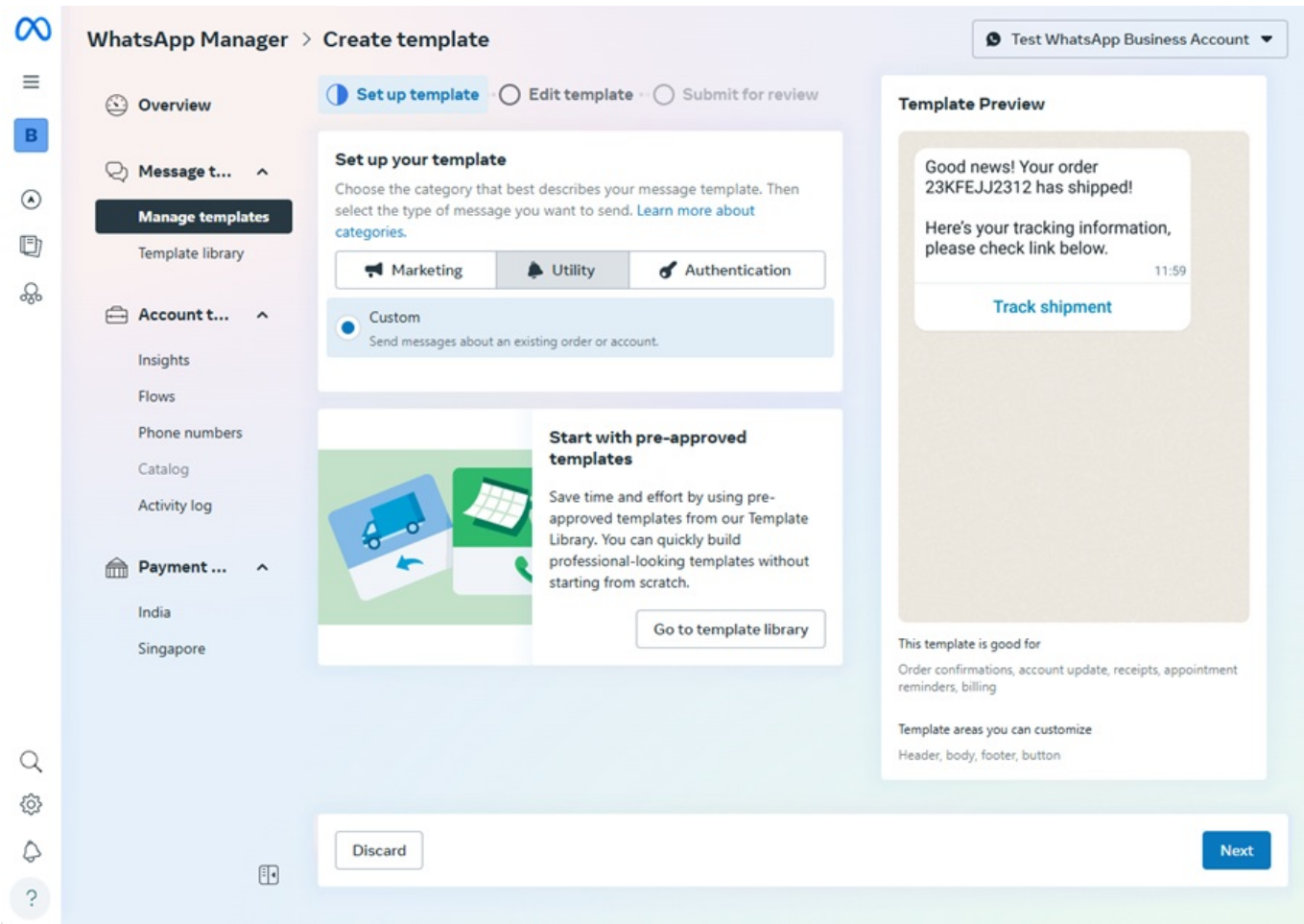
Step 2: Send messages with the API

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 or aprobar_caso, 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”.
- 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*.
English	Number	Examples of body content: RF-1-1-1
		- 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*.
		Examples of body content: RF-1-1-1
Portuguese (BR)	Number	- 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 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

📌 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/USDKV8/ (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

Select language

ver_caso 8/512 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	Button Text	URL Type	Website URL
Visit w...	Vote	4/25	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". 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	Catego ry	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.

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	Spanish Seleccionaste el caso "[[1]]". Para ...	Active - Quality pending	0	0	—	Mar 11, 2025
aprobar_caso	Utility	English You selected the case "[[1]]". To r...	Active - Quality pending	0	0	—	Mar 11, 2025
ver_caso	Utility	Spanish Seleccionaste el caso "[[1]]". Haz ...	Active - Quality pending	0	0	—	Mar 11, 2025
ver_caso	Utility	English You selected the case "[[1]]". Clic...	Active - Quality pending	0	0	—	Mar 11, 2025
ver_caso	Utility	Portuguese (BR) Você selecionou o caso "[[1]]". Cli...	Active - Quality pending	0	0	—	Mar 11, 2025
crear_caso	Utility	Portuguese (BR) Você terminou a categorização d...	Active - Quality pending	0	0	—	Mar 11, 2025
crear_caso	Utility	Spanish Has terminado la categorización ...	Active - Quality pending	0	0	—	Mar 11, 2025

Get the Phone Number ID in the Meta app

1. To get the Phone Number ID for the Meta app, go to [Meta for Developers](#), select the My Apps, then click on the name of the application that is being configured.

The screenshot shows the 'Meta' developer portal interface. At the top, there's a navigation bar with 'Docs', 'Tools', 'Support', 'Apps', and 'Required actions'. Below this, the 'Apps' section is active, showing a search bar and a 'Create App' button. On the left, there's a 'Filter by' sidebar with options like 'All Apps (1)', 'Archived', and 'Required actions'. The main area displays a card for an application named 'App Name' with an App ID of 11111111111111111111, in 'In development' mode, of type 'Business'. Below the card, the role 'Administrator' is listed.

2. In the WhatsApp from the main menu, select the API Configuration; In the Information view, in the Send and receive messages In the field Since, select the number to get the ID. In the Identifier Phone number Copy the value contained in this field. This data must be retained because it is necessary for the [Login](#) and the Bot's environment settings.

The screenshot shows the 'Meta App Dashboard' for a specific application. The top bar includes the 'App Name', 'App ID', 'App Mode' (Development/Live toggle), and 'App type'. A sidebar on the left contains navigation links for 'Required actions', 'App settings', 'App roles', 'Alerts', 'App Review', 'Products', 'Webhooks', 'WhatsApp' (expanded), 'Quickstart', 'API Setup' (selected), 'Configuration', and 'Activity log'. The main content area is titled 'Quickstart > API Setup'. It features an 'Access Token' section with a 'Generate access token' button. Below this is the 'Send and receive messages' section, which includes 'Step 1: Select phone numbers'. It shows a 'Test number' field with '+57 333 333 3333', a 'Phone number ID' of 123456789123456789, and a 'WhatsApp Business Account ID' of 12345666666666666666. There's also a 'To' field for selecting a recipient phone number.

Pre-configuration in Aranda Service Desk

Two new workgroups must be set up in ASDK (WhatsApp Manager and WhatsApp Client) and two new users (wmanager and wclient) must be created. These users must be associated with the respective previously created workgroups and then assigned the two permissions corresponding to each workgroup as follows:

Workgroup and user	Permissions in the Admin console Aranda Service Desk BLOGIK	Permissions in the Specialist Console Aranda Service Desk FRONT END
WhatsApp Manager -> wmanager	• APPLICATION EXECUTE • TEAMS MANAGER	
WhatsApp Client -> wclient	• APPLICATION EXECUTE • TEAMS CLIENT	

The “wclient” user must have a named license.

⌵ Note: If you have any password security settings such as (password change on first login), you must pass those validations before you can use the Bot.

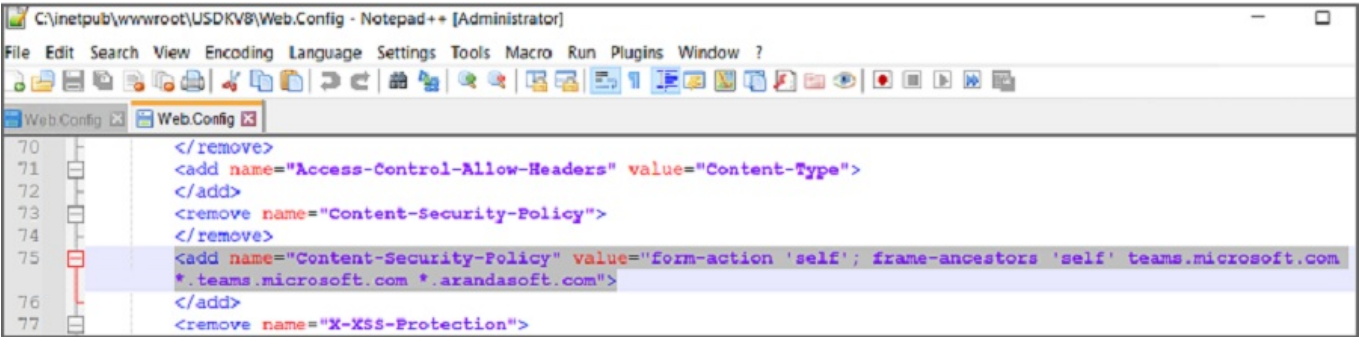
- If the customer is making use of the services of the Production Bot provided by Aranda in the arandasoft.com domain, they do not have to make any further prior configurations in Aranda Service Desk and can advance to the [Configuring the Bot Environment](#).
- If the customer has their own implementation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

2. Go to the USDKV8 installation path (usually C:\inetpub\wwwroot\USDKV8) and locate the Web.config file.

PC > Windows (C:) > inetpub > wwwroot > USDKV8 >			
Name	Date modified	Type	Size
app	6/3/2022 5:36 PM	File folder	
App_GlobalResources	6/2/2022 6:22 PM	File folder	
App_Themes	6/2/2022 6:22 PM	File folder	
bin	6/3/2022 5:36 PM	File folder	
Main	6/2/2022 6:22 PM	File folder	
Survey	6/2/2022 6:22 PM	File folder	
TempFiles	6/3/2022 5:52 PM	File folder	
WebServices	6/2/2022 6:22 PM	File folder	
BadRequest.aspx	6/2/2022 5:58 PM	ASPX File	2 KB
Global.asax	6/2/2022 5:58 PM	ASAX File	1 KB
index.aspx	6/2/2022 5:58 PM	ASPX File	19 KB
manifest.appcache	6/2/2022 5:58 PM	APPCACHE File	3 KB
packages.config	6/2/2022 5:58 PM	CONFIG File	1 KB
Web.Config	6/3/2022 6:02 PM	CONFIG File	22 KB

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

```
<add name="Content-Security-Policy" value="script-src 'self' 'unsafe-inline' 'unsafe-eval' https://jsonip.com/; object-src 'none'; form-action 'self'; frame-ancestors 'self' teams.microsoft.com *.teams.microsoft.com teams.cloud.microsoft *.teams.cloud.microsoft *.arandasoft.com"></add>
```



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

```
<add name="Content-Security-Policy" value="script-src 'self' 'unsafe-inline' 'unsafe-eval' https://jsonip.com/; object-src 'none'; form-action 'self'; frame-ancestors 'self' teams.microsoft.com *.teams.microsoft.com teams.cloud.microsoft *.teams.cloud.microsoft *.arandasoft.com"*.dnsambiente.com"></add>
```

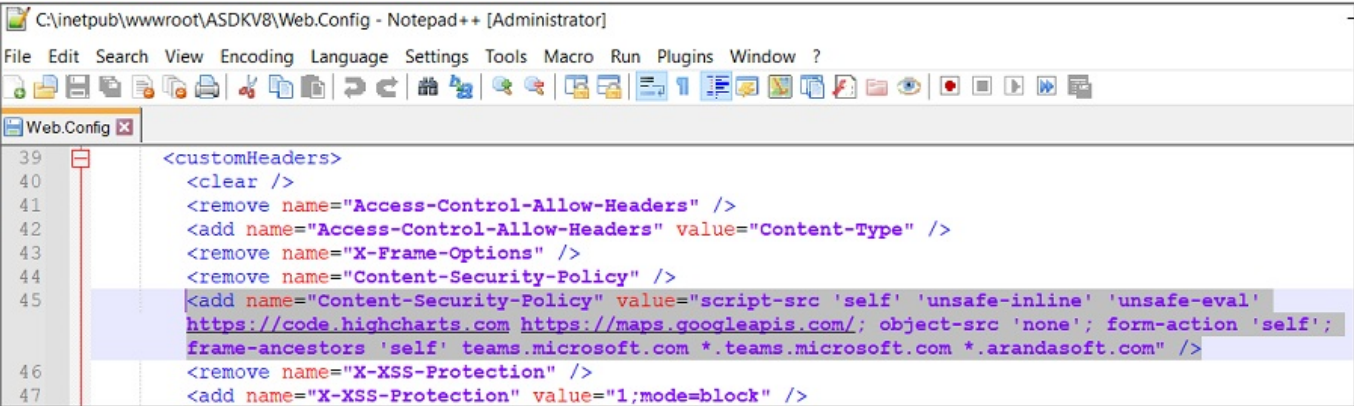
5. Go to the ASDKV8 installation path (usually C:\inetpub\wwwroot\ASDKV8) and locate the Web.config file.

PC > Windows (C:) > inetpub > wwwroot > ASDKV8

Name	Date modified	Type	Size
app	6/2/2022 6:21 PM	File folder	
App_GlobalResources	6/2/2022 6:21 PM	File folder	
App_Themes	6/2/2022 6:21 PM	File folder	
bin	6/3/2022 5:36 PM	File folder	
Main	6/2/2022 6:22 PM	File folder	
RadControls	6/2/2022 6:21 PM	File folder	
Resources	6/2/2022 6:22 PM	File folder	
VotingProcess	6/2/2022 6:21 PM	File folder	
WebServices	6/2/2022 6:21 PM	File folder	
Aranda.ASDK.Web.Console.New.XmlSerializers.dll	6/2/2022 5:57 PM	Application extens...	80 KB
ChangePassword.aspx	6/2/2022 5:57 PM	ASPX File	2 KB
Default.aspx	6/2/2022 5:57 PM	ASPX File	4 KB
Global.asax	6/2/2022 5:57 PM	ASAX File	1 KB
ImagePipe.aspx	6/2/2022 5:57 PM	ASPX File	1 KB
Login.aspx	6/2/2022 5:57 PM	ASPX File	8 KB
Logout.aspx	6/2/2022 5:57 PM	ASPX File	1 KB
manifest.appcache	6/2/2022 5:57 PM	APPCACHE File	2 KB
packages.config	6/2/2022 5:57 PM	CONFIG File	1 KB
Project.aspx	6/2/2022 5:57 PM	ASPX File	43 KB
Web.Config	6/3/2022 6:02 PM	CONFIG File	27 KB
Web.sitemap	6/2/2022 5:58 PM	SITEMAP File	6 KB

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

```
<add name="Content-Security-Policy" value="script-src 'self' 'unsafe-inline' 'unsafe-eval' https://code.highcharts.com https://maps.googleapis.com/; object-src 'none'; form-action 'self'; frame-ancestors 'self' teams.microsoft.com *.teams.microsoft.com teams.cloud.microsoft *.teams.cloud.microsoft *.arandasoft.com" />
```



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

```
<add name="Content-Security-Policy" value="script-src 'self' 'unsafe-inline' 'unsafe-eval' https://code.highcharts.com https://maps.googleapis.com/; object-src 'none'; form-action 'self'; frame-ancestors 'self' teams.microsoft.com *.teams.microsoft.com teams.cloud.microsoft *.teams.cloud.microsoft *.arandasoft.com *.dnsambiente.com" />
```

8. Save the changes and restart the IIS.

➤ Note: Each time you perform an update to the Aranda Service Desk (ASDK) 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
URL del BackEnd	Aranda Service Desk API URL (ASDK) https://(Domain)/ASDKAPI/
Version	ASDK (V8) ASMS (V9) Environment Version
User	User associated with the WhatsApp Manager group (wmanager)
Password	Password of the user associated with the WhatsApp Manager group
Phone number identifier	Data that was saved when Obtained the number identifier

Connection to Aranda SERVICE DESK

To connect we need to configure the connection with your tenant where the users application is installed.

Log in with your username and password



Login

BackEnd URL

https://dns-server/ASDKAPI/

Versión

V8

User

WMANAGER

Password

Phone number identifier *

22445211212121145222

Enter

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⚠ 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:

Connection to Aranda SERVICE DESK

To connect we need to configure the connection with your tenant where the users application is installed.

Log in with your username and password



⌵ The phone number identifier already has a configuration. ⌵

Login

BackEnd URL

https://dns-server/ASDKAPI/

Versión

V8

User

WMANAGER

Password

Phone number identifier *

5454555555555555555565678

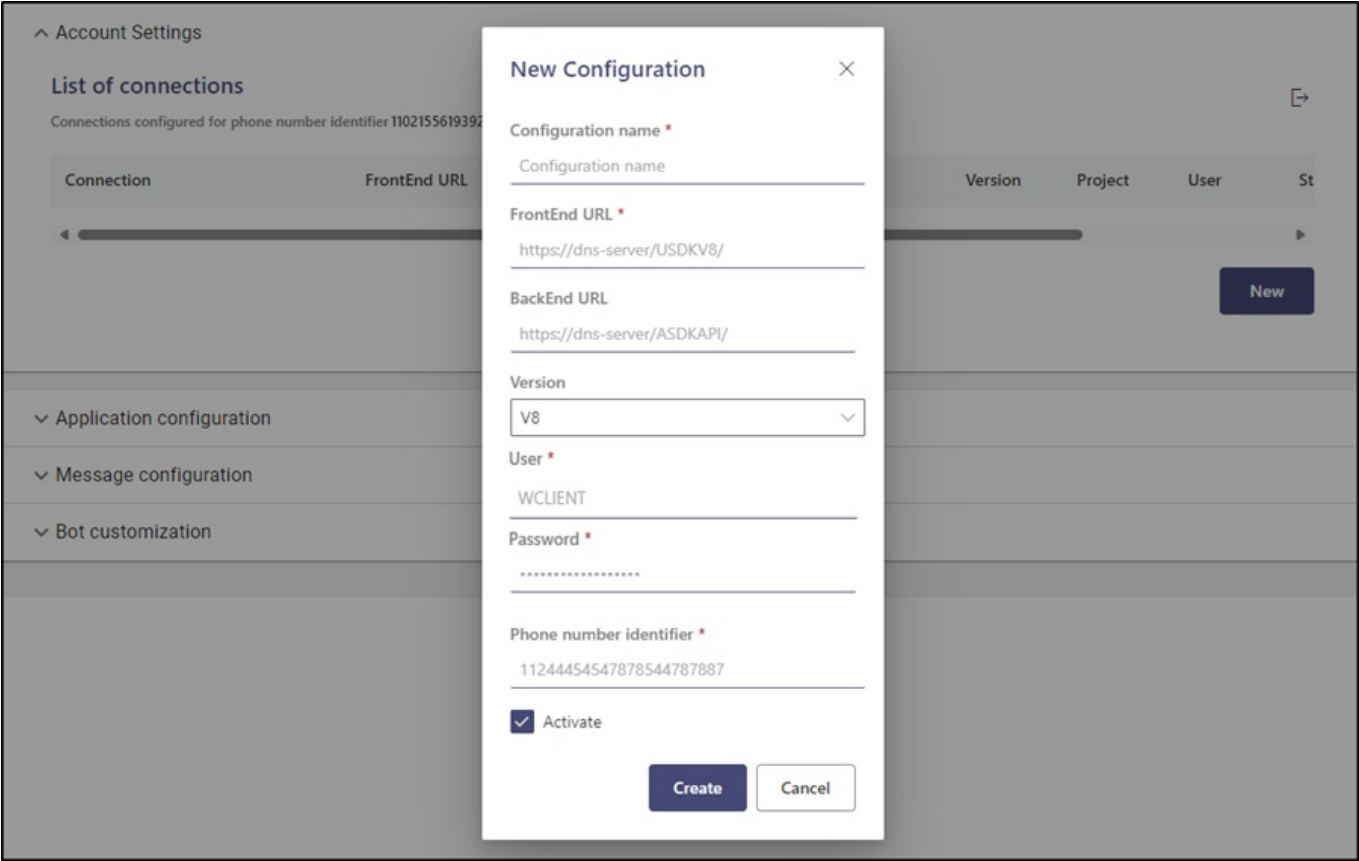
Enter

 © Powered by Aranda SOFTWARE

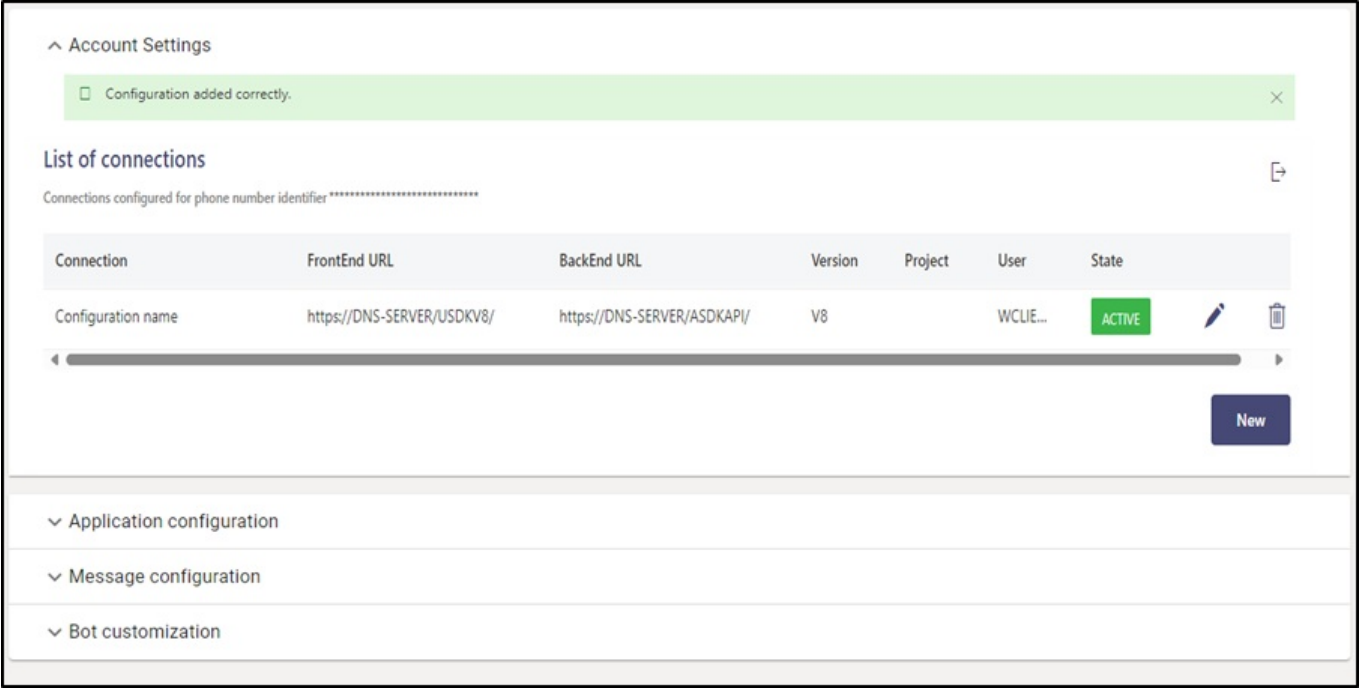
Account Setup in the Bot Environment

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.

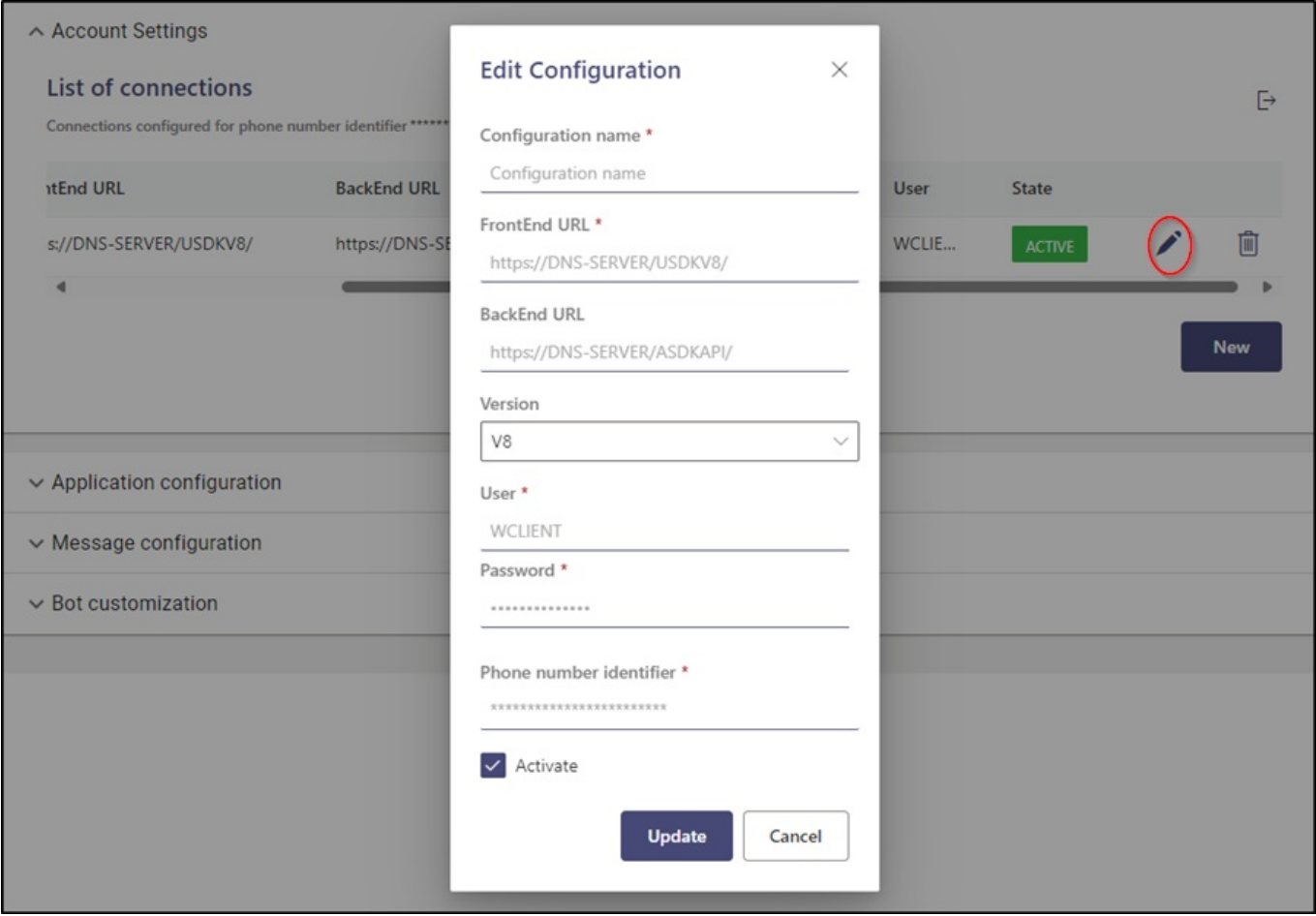
Field	Description
Configuration Name	Name that identifies the connection
URL del FrontEnd	Aranda Service Desk Users Web Console URL (USDKV8) https://(Domain)/USDKV8/
URL del BackEnd	Aranda Service Desk API URL (ASDK) https://(Domain)/ASDKAPI/
Version	ASDK (V8) ASMS (V9) Environment Version
User	User associated with the WhatsApp Client group (wclient)
Password	Password of the User associated with the WhatsApp Client group
Phone number identifier	Data that was saved when Obtained the number identifier Loads by default
Active	Enable/Inactivate the setting



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



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 Desk (ASDK) 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.

Can be exchanged between the different connections configured from the field Select the connection for which you are making the change; The last connection established is the one that is maintained as 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

Configuración de cuenta

Configuración de aplicación

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

Conexión 2

Conexión 1

Conexión 2

En esta sección va a configurar los mensajes que provee whatsapp que utiliza el bot para interactuar con el usuario.

Token de acceso permanente *

EAATLSOo8h7kBACD1ut8Y2LDgXszRPmOJFPEZCdgqFZAGvPM0khYfKR8HLumU78lB9Ma5AXBptSKcsZCchPlkVMW...

Token de verificación *

ArandaAdmin

Plantilla de crear caso *

crear_caso

Plantilla de ver caso *

ver_caso

Plantilla de aprobar caso *

aprobar_caso

Guardar

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.

Can be exchanged between the different connections configured from the field Select the connection for which you are making the change; The last connection established is the one that is maintained as 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

Seleccione 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 are set preconfigured by each culture

Bot Customization

In this section, the client will be able to customize the way cases are categorized when interacting with the Bot.

When creating a case with the “Use category quick links” option disabled (Default option), the Bot initiates a dialog to select each option in order (Project – Service – Category).

When you activate the “Use category quick links” option, the Bot will display a list of quick links from the categories that have the “Category in the User Home” Check enabled in the admin web console (BASDK) > Itil > Categories. Thus, you will only have to select an option and the Bot generates the link or button (if you have custom templates) that allows you to create the case.

Can be exchanged between the different connections configured from the field Select the connection for which you are making the change; The last connection established is the one that is maintained as Active.

Configuración de cuenta

Configuración de aplicación

Configuración de mensajes

Personalización del bot

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

Conexión 1

Personalización del bot

En esta sección puede personalizar el comportamiento del bot.

☐ Usar enlaces rápidos de categorías

Guardar

In this way, the customer will be able to personalize the user experience according to their needs and preferences; If the settings are stored correctly, you can display the message Properly updated bot customization.

▼ Configuración de cuenta

▼ Configuración de aplicación

▼ Configuración de mensajes

^ Personalización del bot

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

Conexión 1

Personalización del bot

En esta sección puede personalizar el comportamiento del bot.

✔ Personalización del bot actualizada correctamente

☐ Usar enlaces rápidos de categorías

Guardar

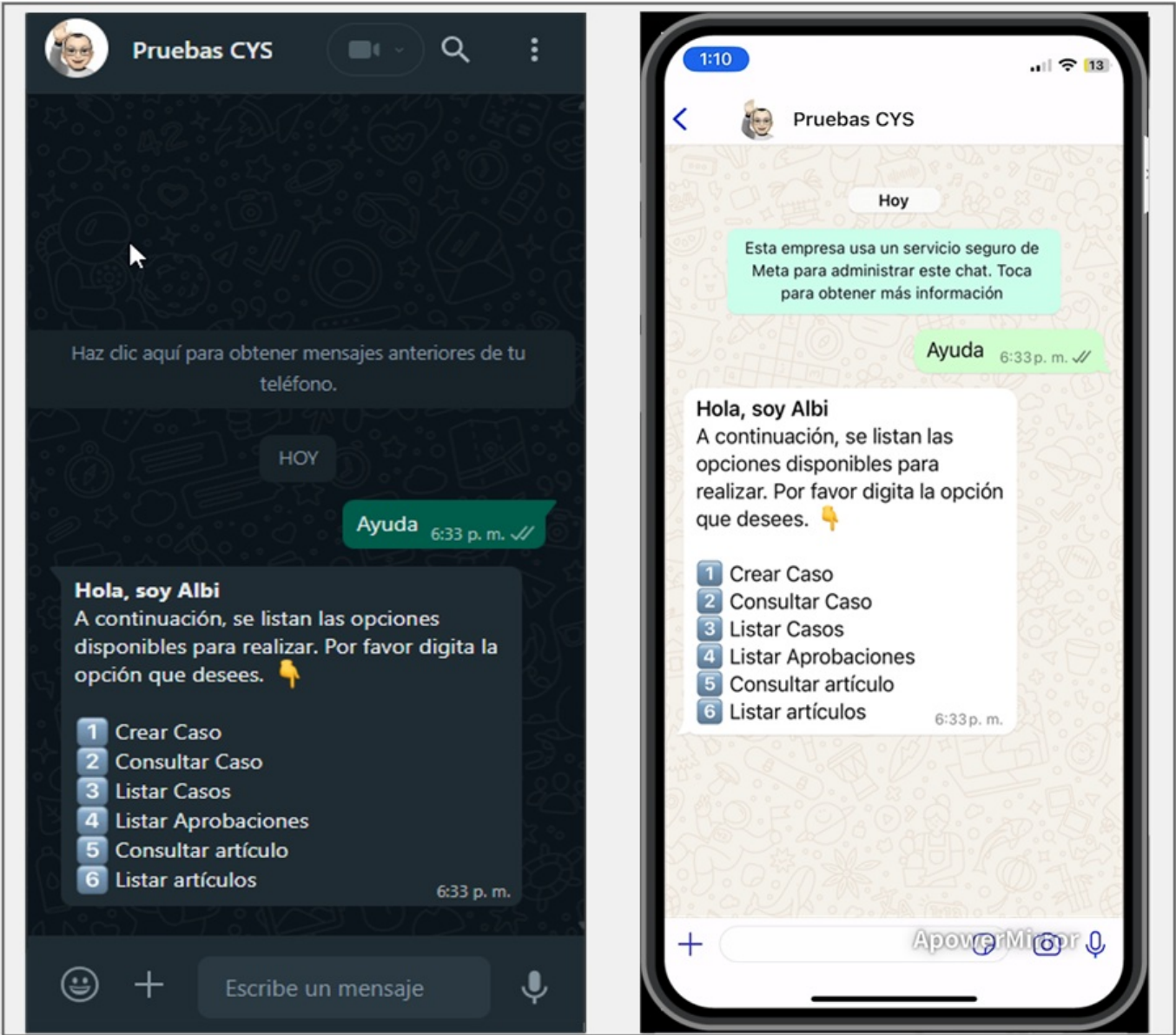
Using the WhatsApp Bot

Using the WhatsApp Bot

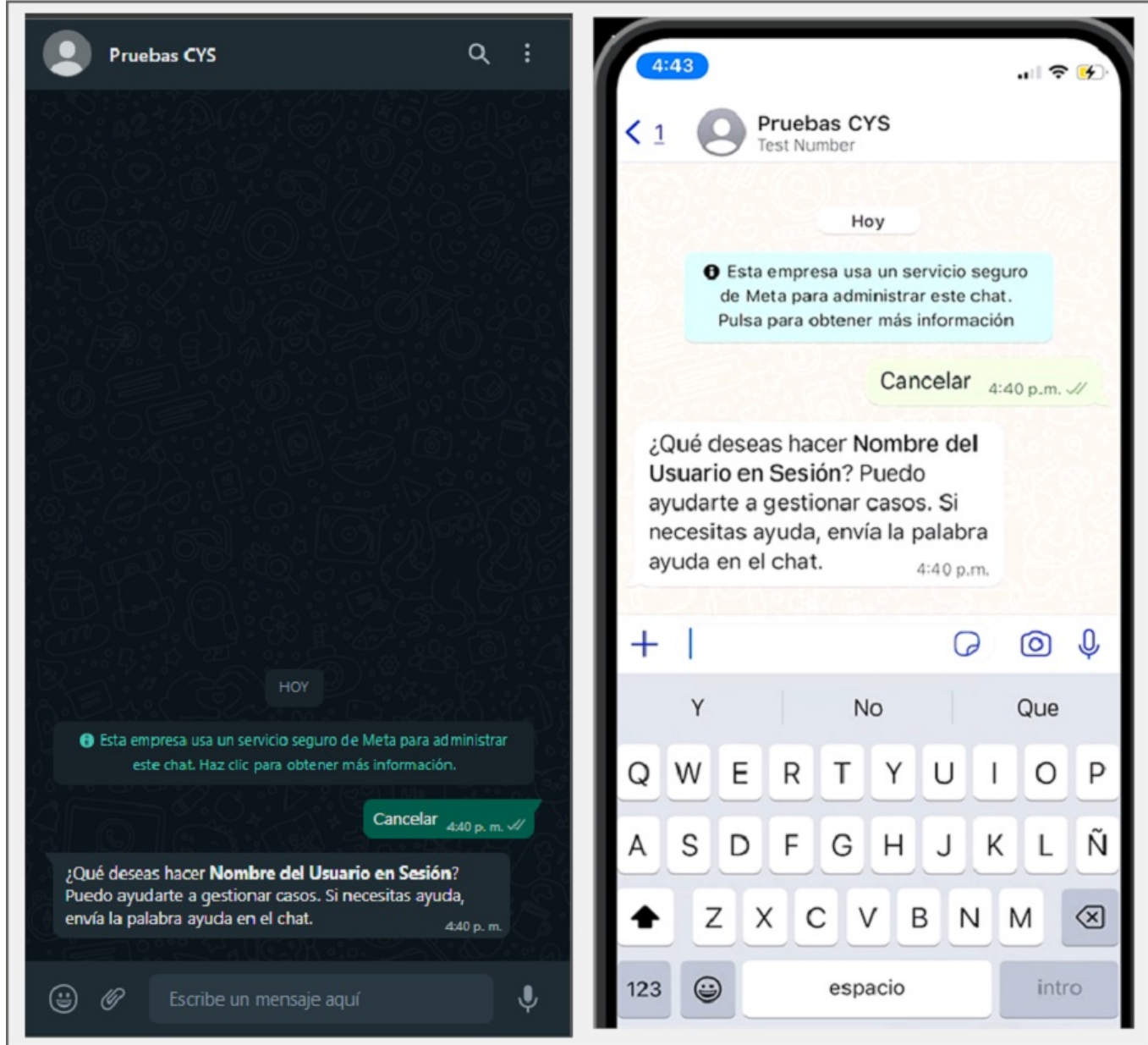
The WhatsApp Bot is available on both the mobile app and the web version of WhatsApp; users can invoke the Bot by typing any text and the Bot will respond with a presentation message and provides a list of available options, including “Create Case”, “Query Case”, “List Cases”, “List Approvals”, “Consult Articles”, “List Articles” and “Anonymous Access (if the anonymous access option is enabled in the BASDK)”; and asks to type an option.

- ▮ Note:
- 1 If the number interacting with the Bot is not associated with an active user and the anonymous access option is not enabled in the BASDK, the Bot will respond 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 Desk subscription.

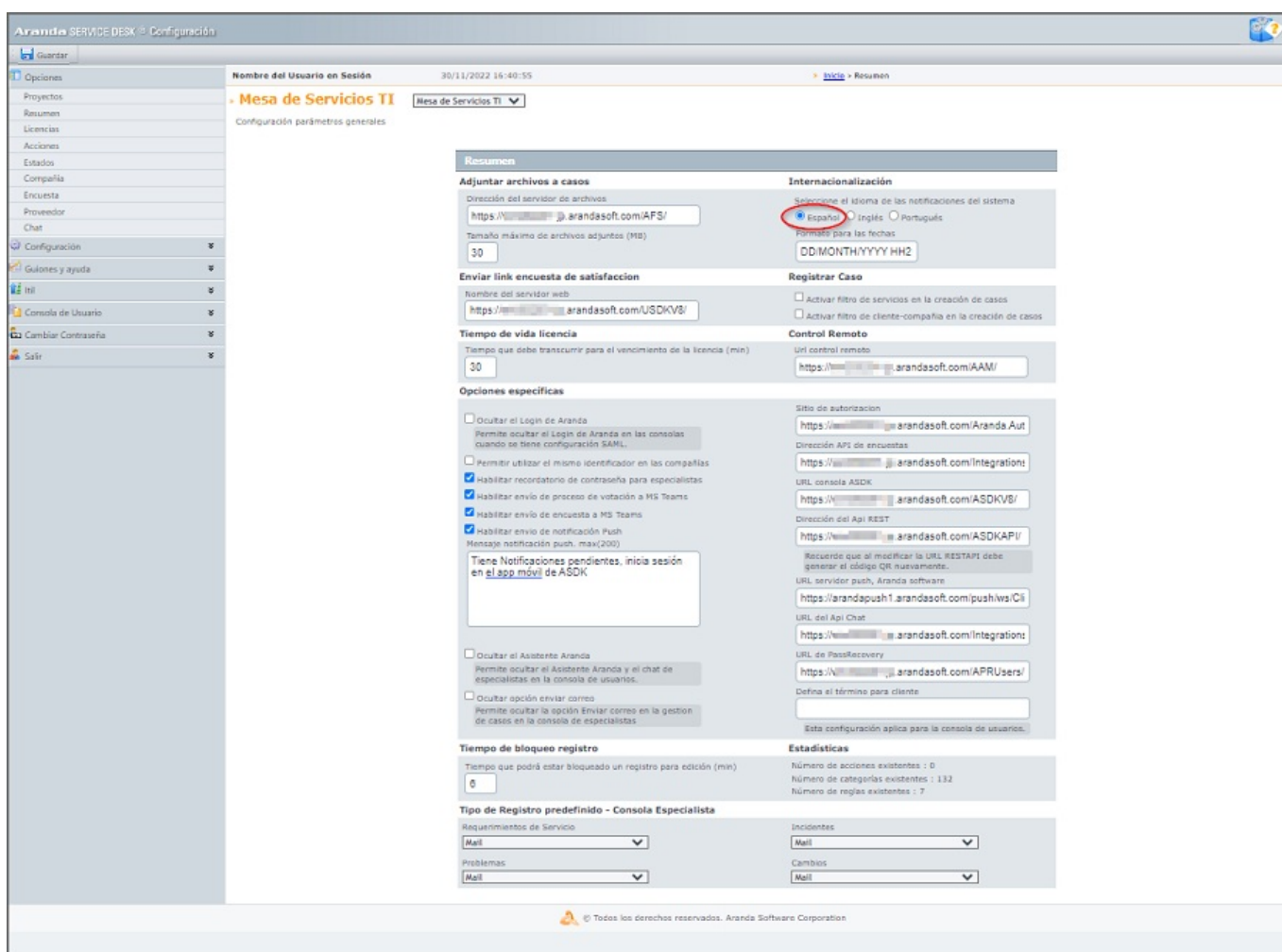
2 The Windows version of WhatsApp that is installed with the archivo.exe, can be used to interact with the Bot in the same way as it is done with the Web version.



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 – Anonymous Access). The Bot will respond with a message like the following:



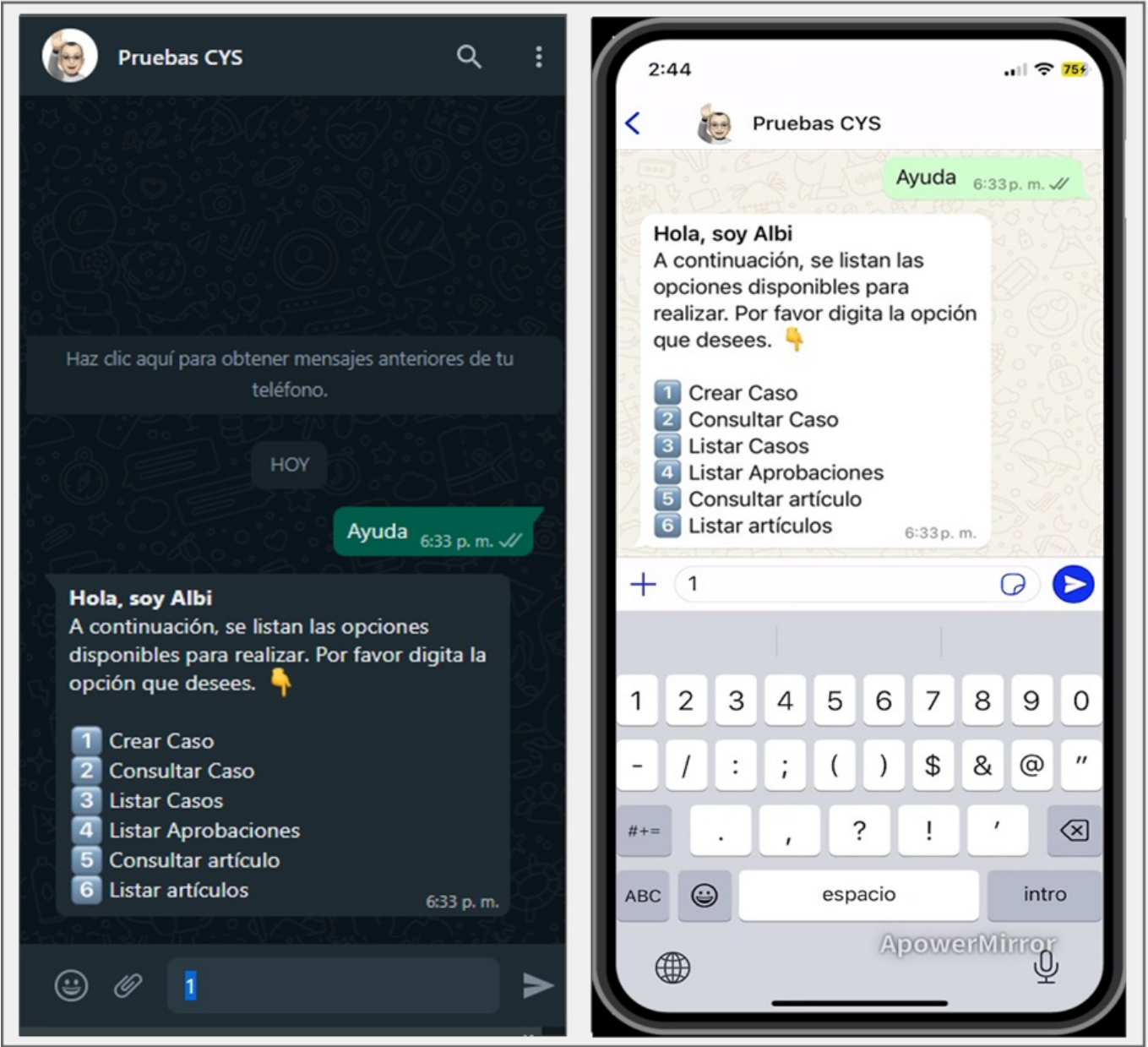
The WhatsApp Bot supports the same languages as the Service Desk (Spanish, English and Portuguese), which will be displayed according to the configuration you have in the administrator console (BASDK) > > Internationalization Summary.



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

Create a case

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



2. The Bot receives the user’s response and returns the service message that has been configured accompanied by one of the following options: a) By enabling the “Use category quick links” option in the [Bot Customization](#); the Bot will ask you to type the number of an option.

📌 Note:

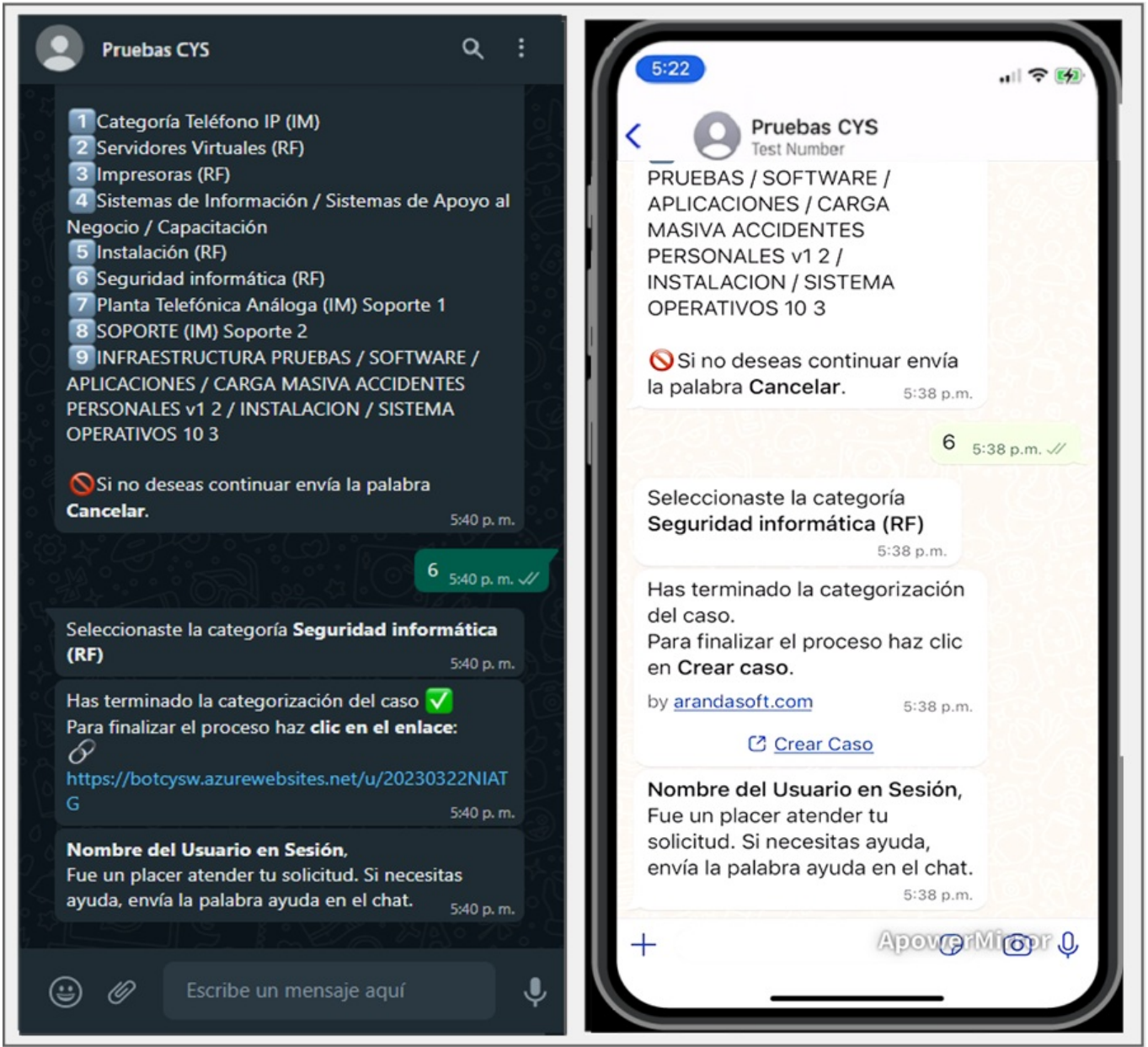
- 1 If the user interacting with the Bot is not associated with the service(s) configured for the enabled categories, by selecting the Create Case, the Bot will respond with the message I am sorry. At this time you don’t have categories set to continue.
- 2 For the generation of the list, the Bot validates that the user is associated with the service or services configured in the categories that have the Check “Category in the User Home” enabled in the administration web console (BASDK)> Itil > Categories.
- 3 It is recommended to configure labels in the categories, to facilitate identification in the categorization of the case, due to the restrictions on the number of characters that allow the hierarchy to be viewed in a complete way.



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; Ask to click on the link or button Create Case if you’ve set up a custom template.

Note:

- 1 If the user interacting with the Bot sends an incorrect value in response, the Bot generates the message You must type the Option Number in order to continue with the creation of the case. If you don’t want to continue, text the word Cancel. The list with the categories is generated and the option is requested.
- 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.



b) If the “Use category quick links” option is not enabled in the [Bot Customization](#); the Bot will prompt you to select a desired Project.

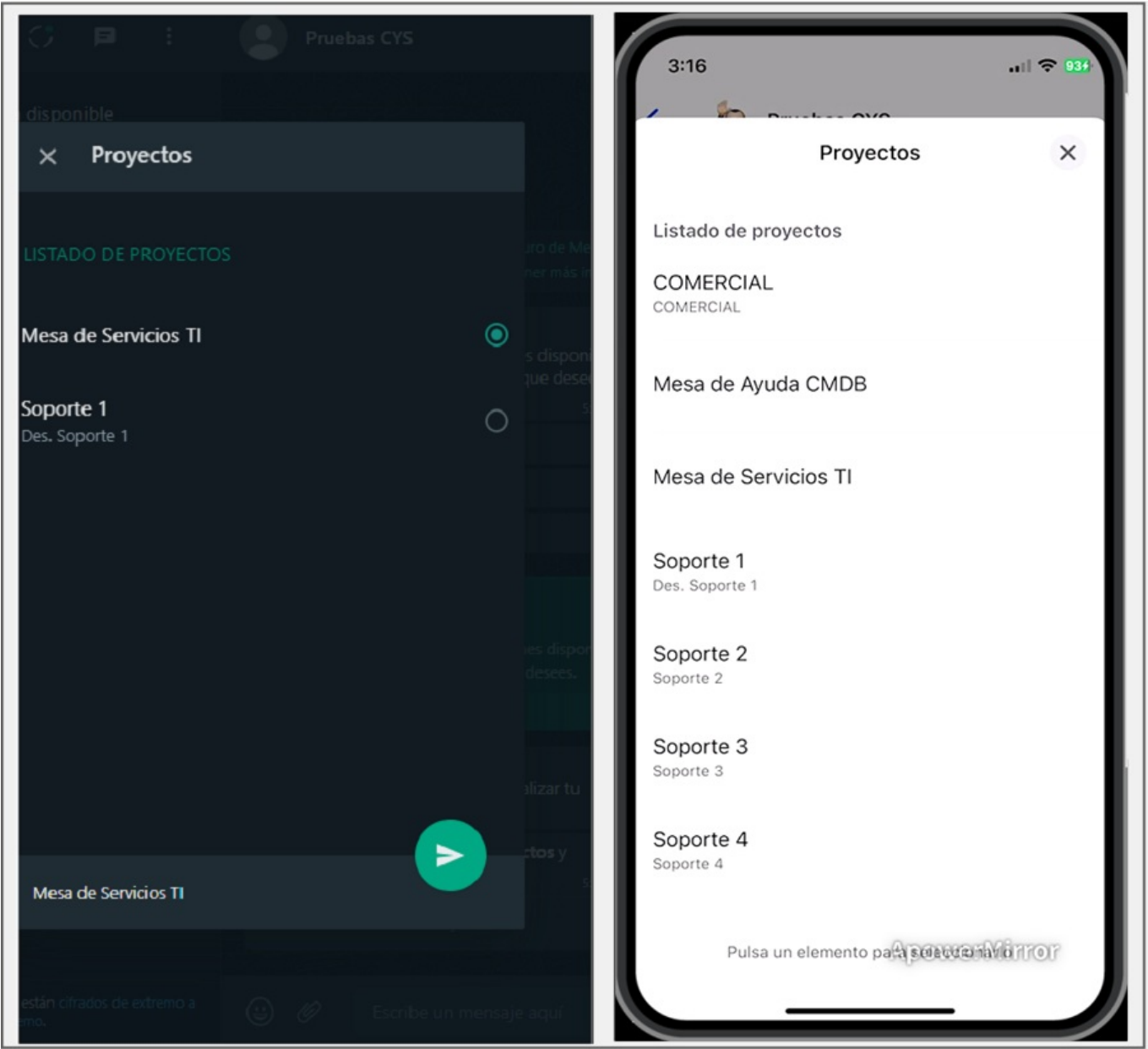
Note:

- 1 If the user interacting with the Bot is associated with a project and not with a service, selecting the Create Case, the Bot will respond with the message I am sorry. At this time you don’t have any projects set up to continue.
- 2 If the user interacting with the Bot is associated with a single project, by selecting the Create Case, the Bot will automatically choose the project.



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 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 the categorization of the case again.

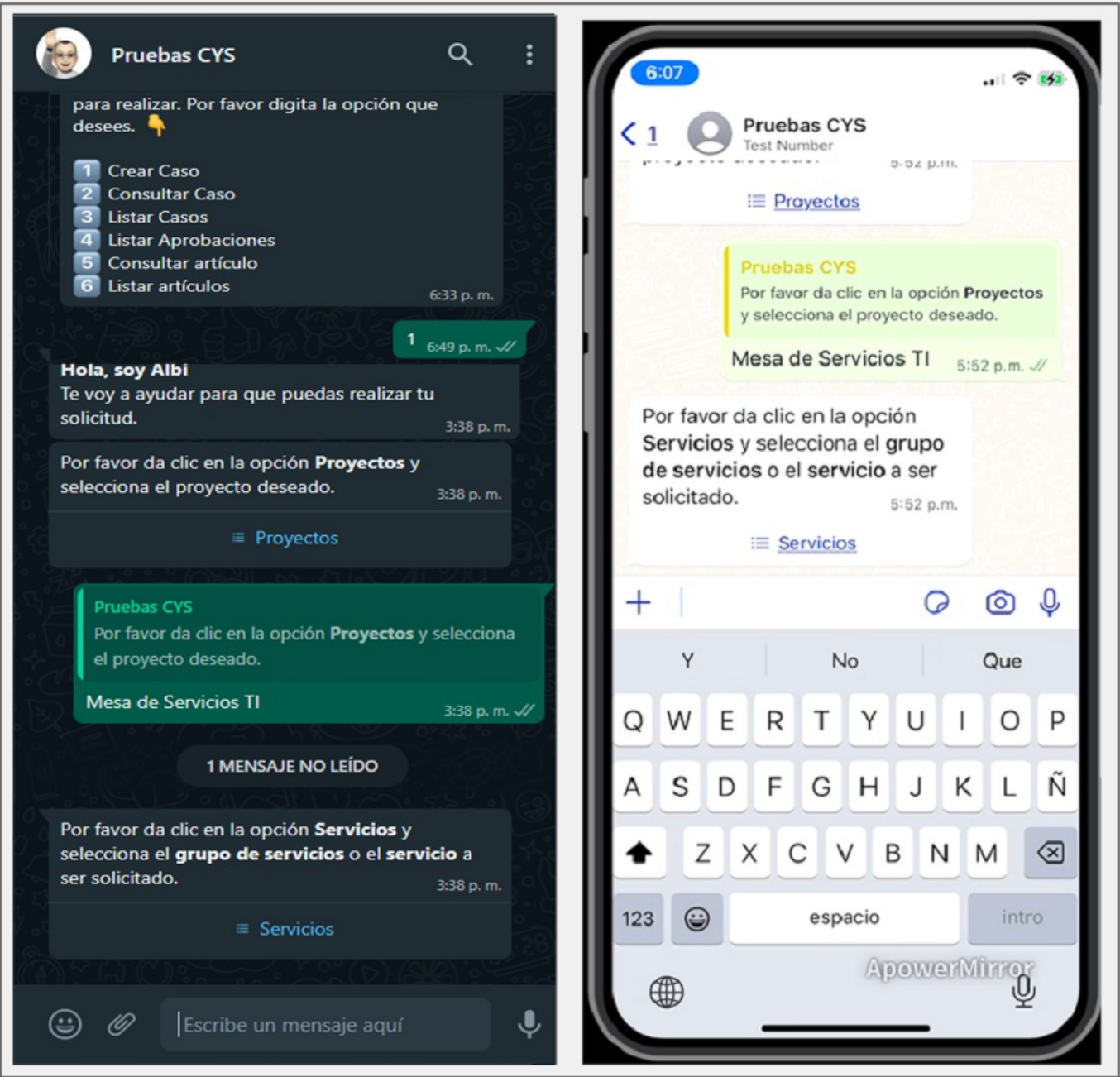


4. The selected project is sent as a reply in the conversation; if the project is enabled only for request creation, the Bot will send the link for case creation or the Create Case if you have the custom template set up.



5. If the selected project allows you to create Requirement, Incident, or Change type cases, the Bot will display a message requesting to select the Service Group (when you have service groupings) or the service.

📌 Note: If the user interacting with the Bot is associated with a single service within a project, when selecting the project, the Bot will automatically select the service.



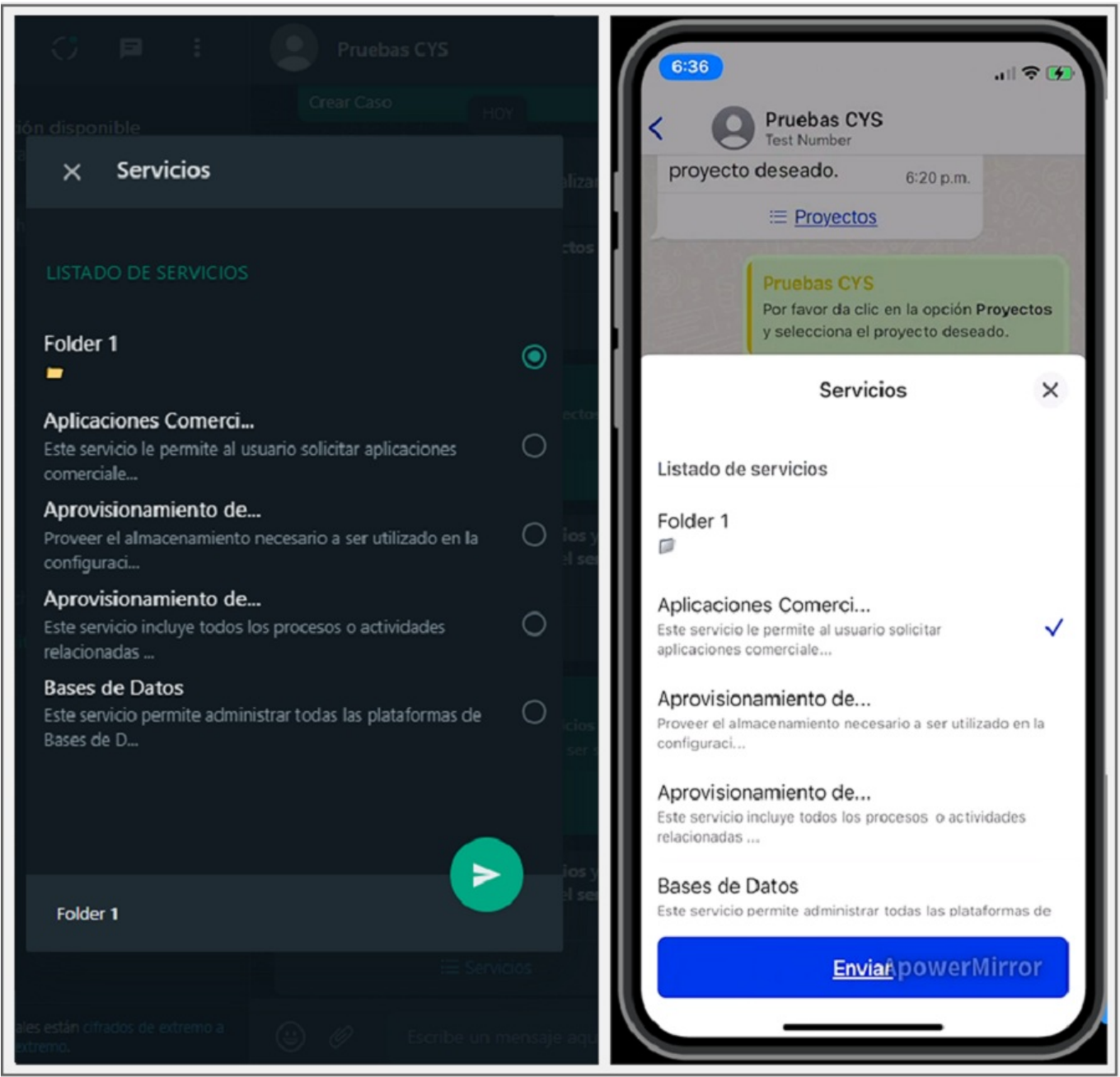
6. If you select the Services, you can view the list of service groups or services in which the user is associated. If the user in session is associated with more than 10 services, 9 are listed and an option is enabled with the text Following, which will be sent as a response to the chat and generates 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.

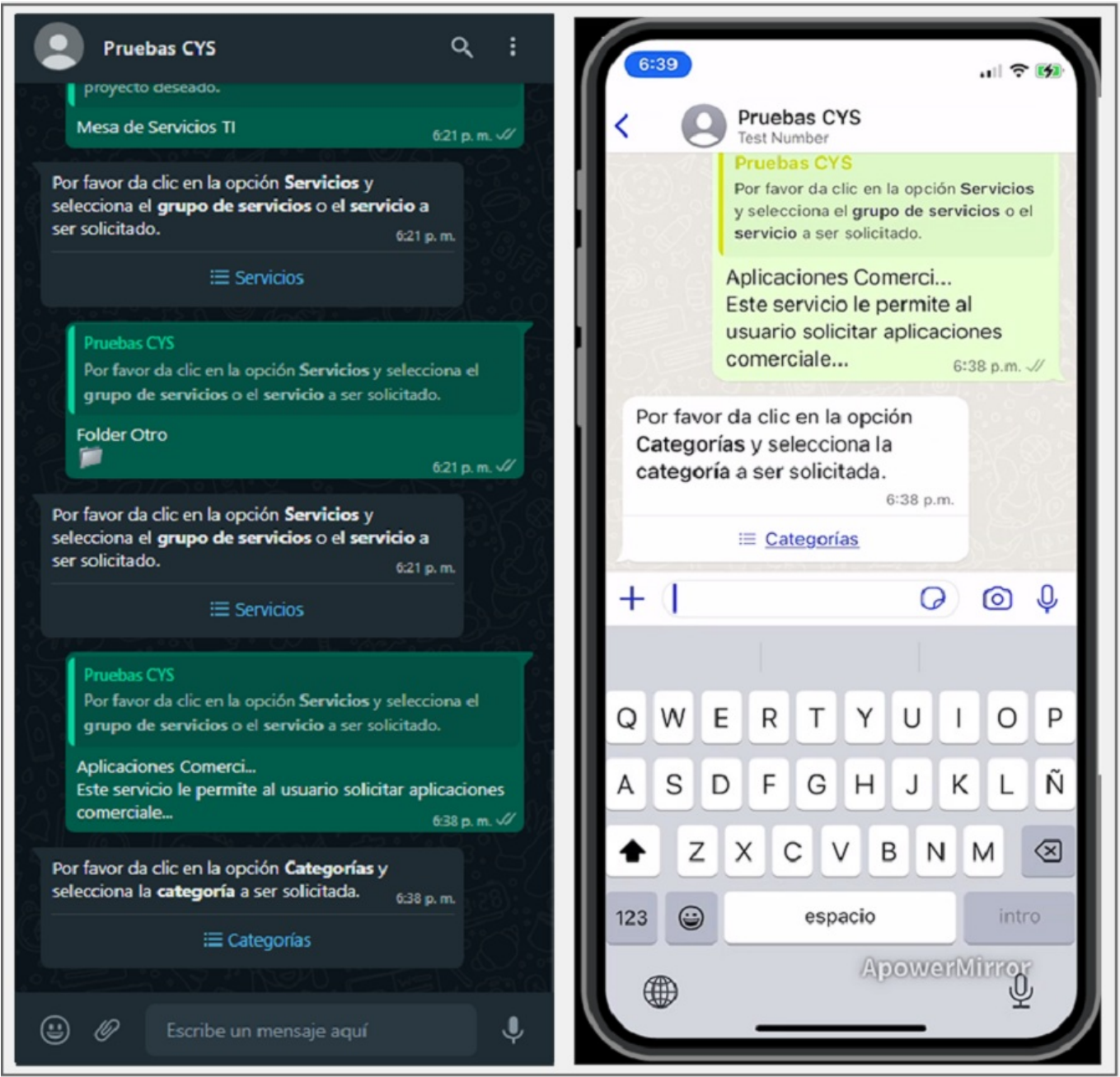
📌 Note:

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.

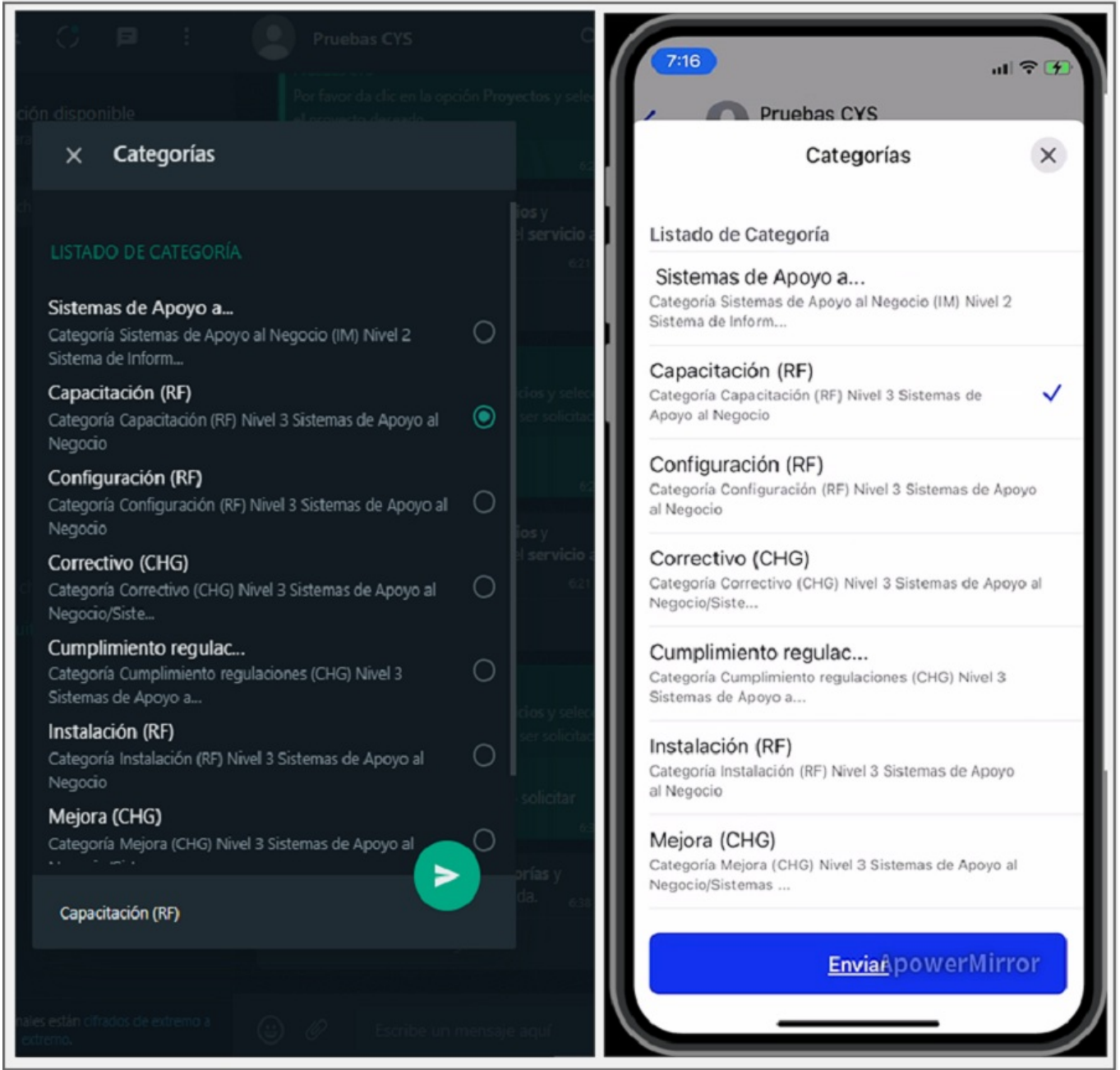


7. The selected service is sent as a reply in the conversation, the Bot returns a message requesting to select the category.



8. 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.

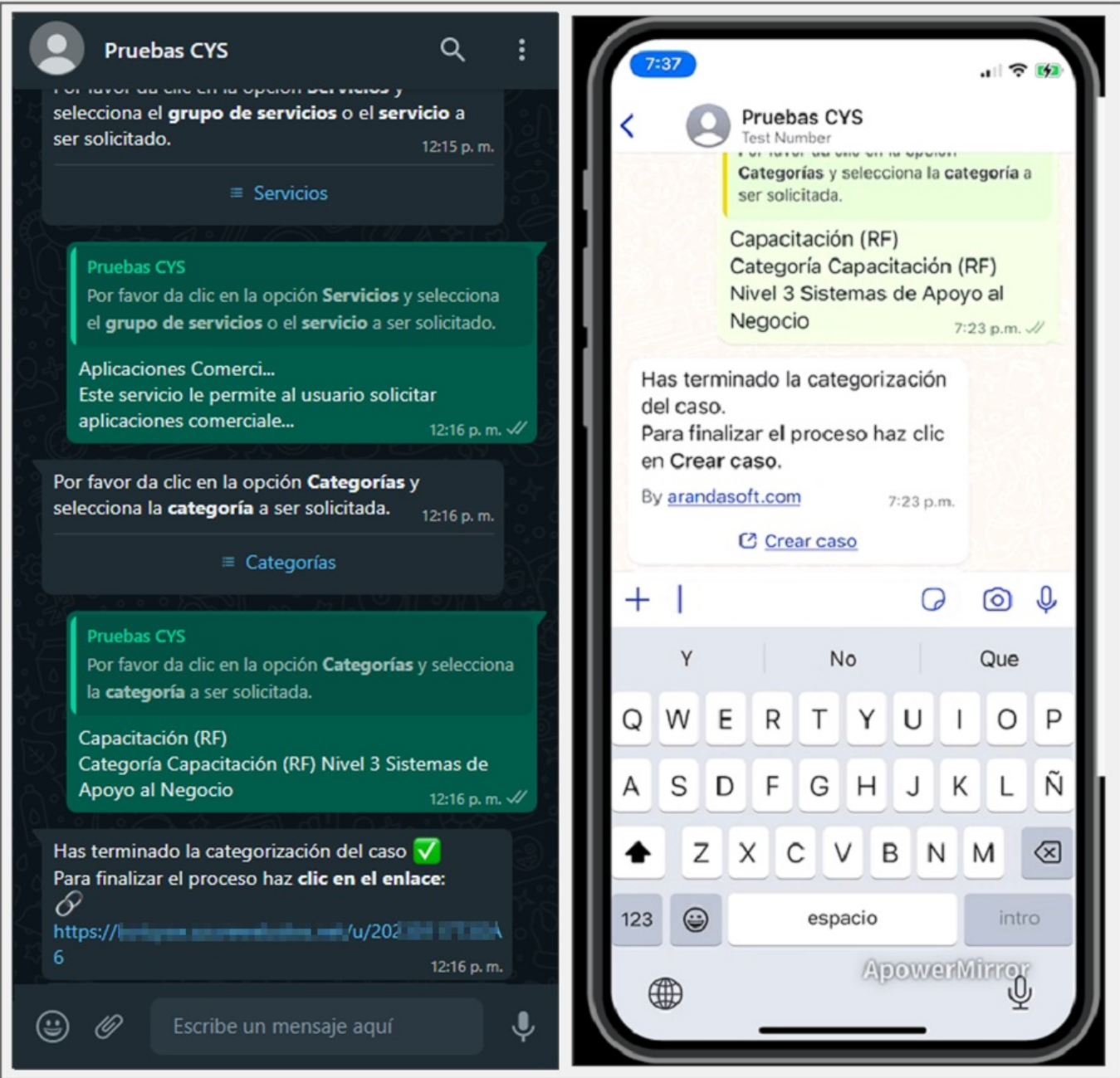
⚠ Note: It is recommended to configure labels and descriptions in the categories, to facilitate identification in the categorization of the case, due to the restrictions on the number of characters that allow the hierarchy to be viewed in a complete way.



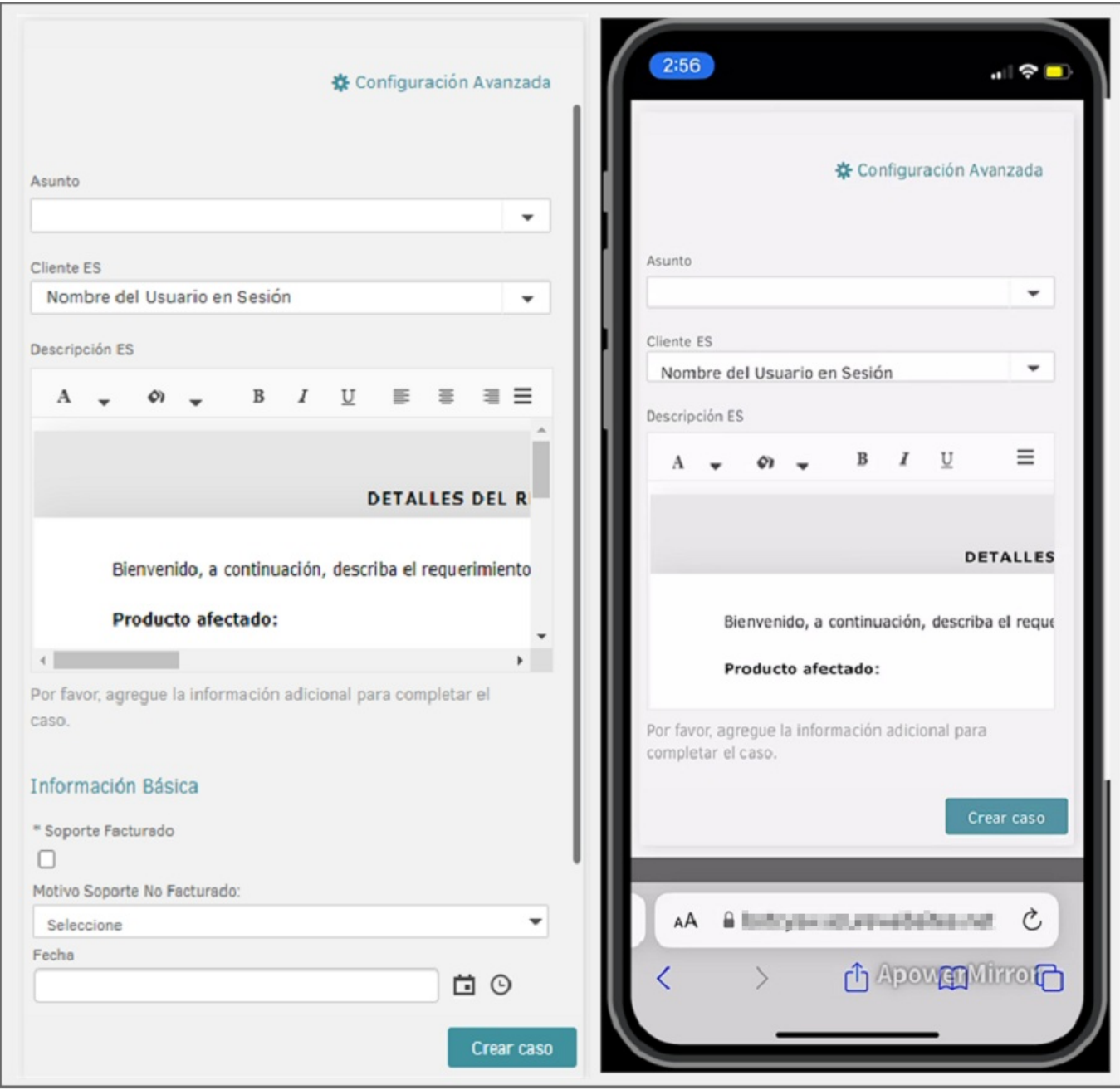
9. The selected category is sent as a reply in the conversation, the Bot will display a message notifying that the categorization of the case is finished and asks to click on the link or button Create Case if you have the custom template set up.

⚠ Note:

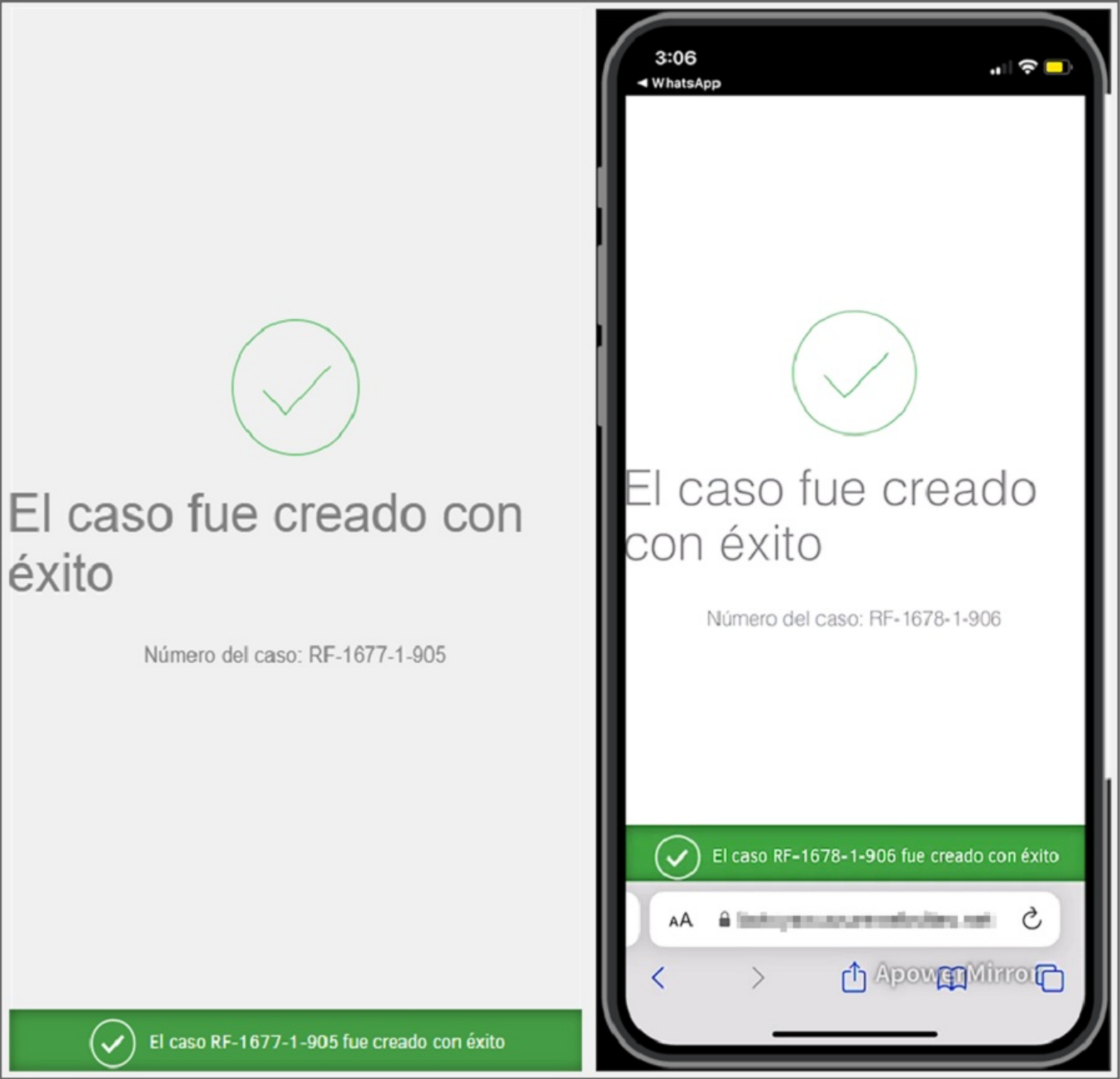
- 1 The confirmation message must match the one configured when creating the custom template - Create Case. [View Template Creation - Create Case](#).
- 2 If the Bot responds with the message Create unidentified case template, contact the Administrator, validate that the template configuration is in 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.



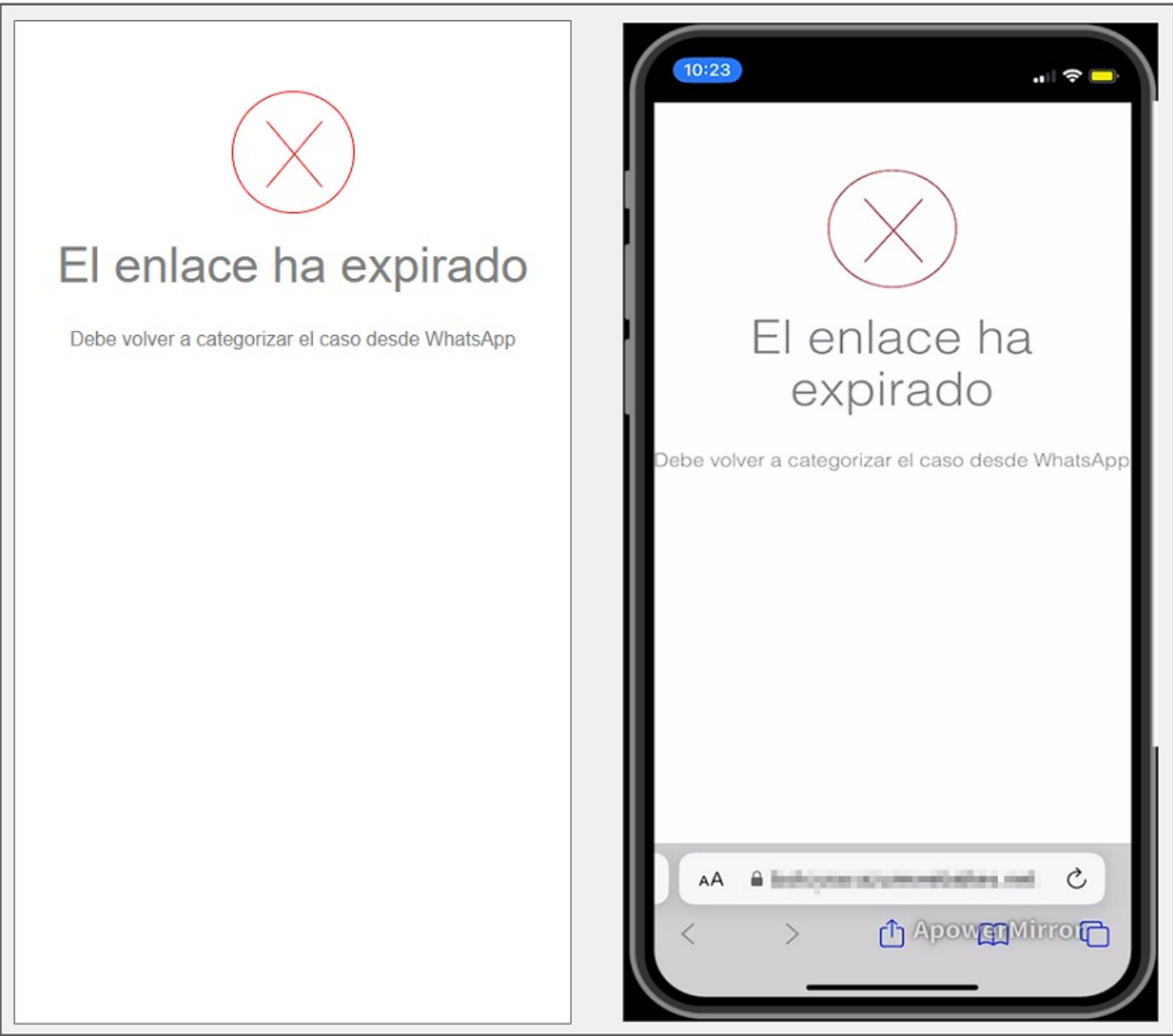
10. Select the option Create Case (if you have a custom template) or the generated link, to be redirected to the form that allows you to create the case.



11. Fill out the required information on the case form and click on the Create Case. At the end you will be able to view the filing number of the created case and the respective confirmation message.

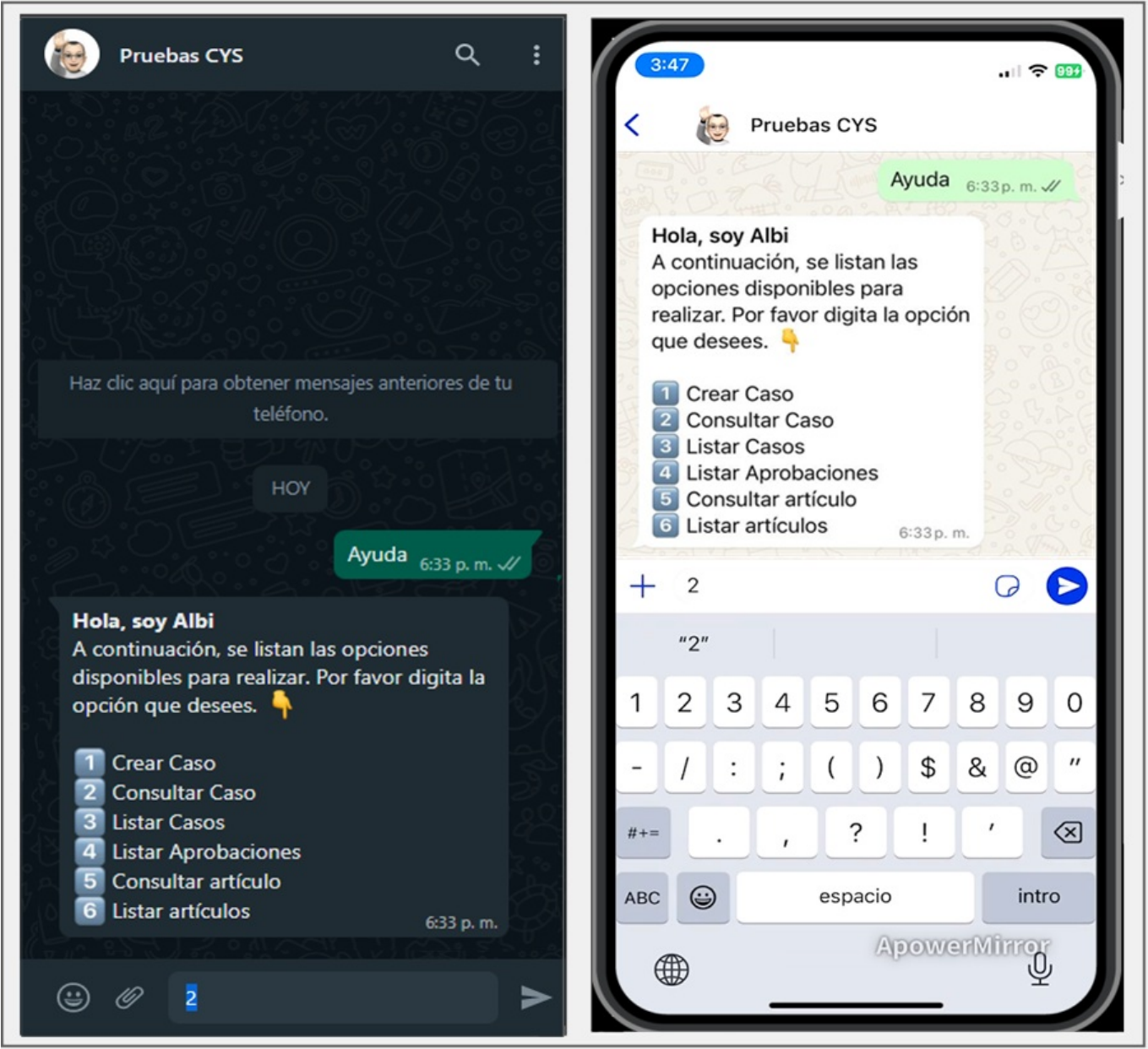


12. The generated link is for single use; To create a new case, it must be categorized again. If you try to log in with an already used link, the app will notify you through an alert like the following:

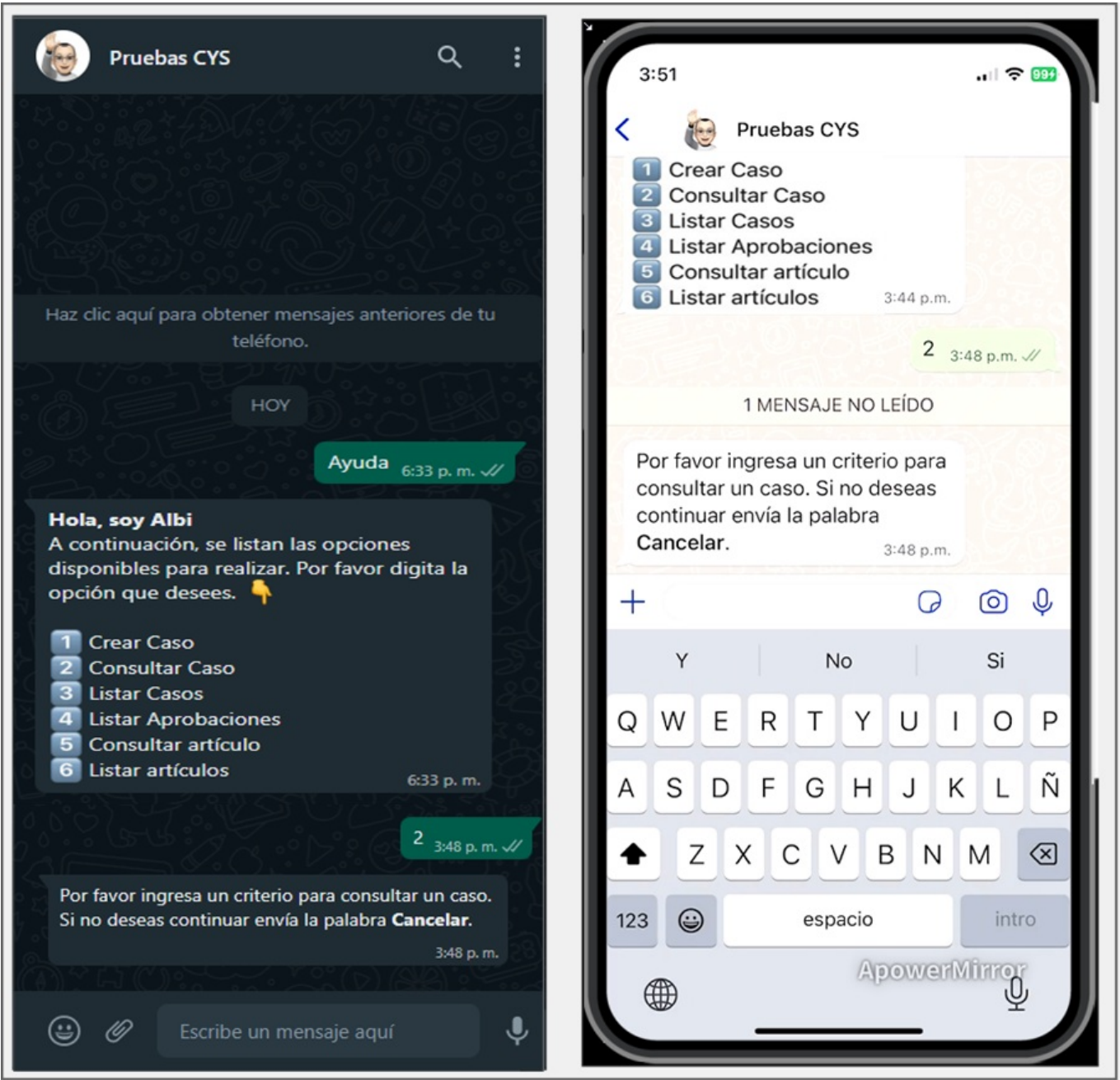


Consult Cases

1. To invoke the Bot, start a chat with the contact number via the WhatsApp web or mobile app. After that, type any text and the Bot will respond with a greeting message and display the available options. Select the option Consult Case by writing the number 2 as an answer.



2. The Bot receives the user’s response and returns a message requesting them 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:

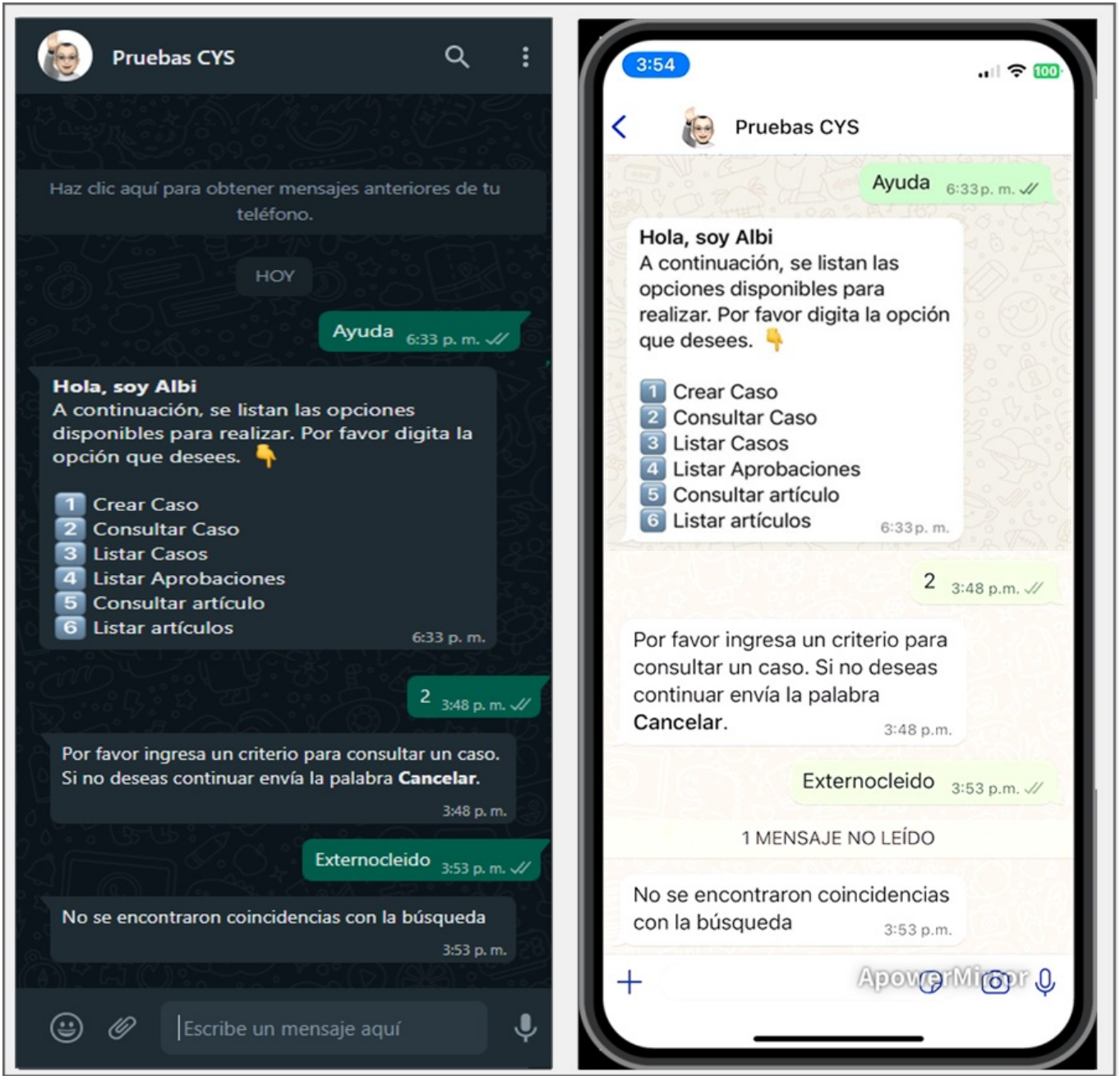
Operator searches LIKE (looks for the characters entered)

- COMPOSEDID (Compound Id)
- CUSTOMERNAME
- PROJECTNAME
- STATENAME
- SERVICENAME

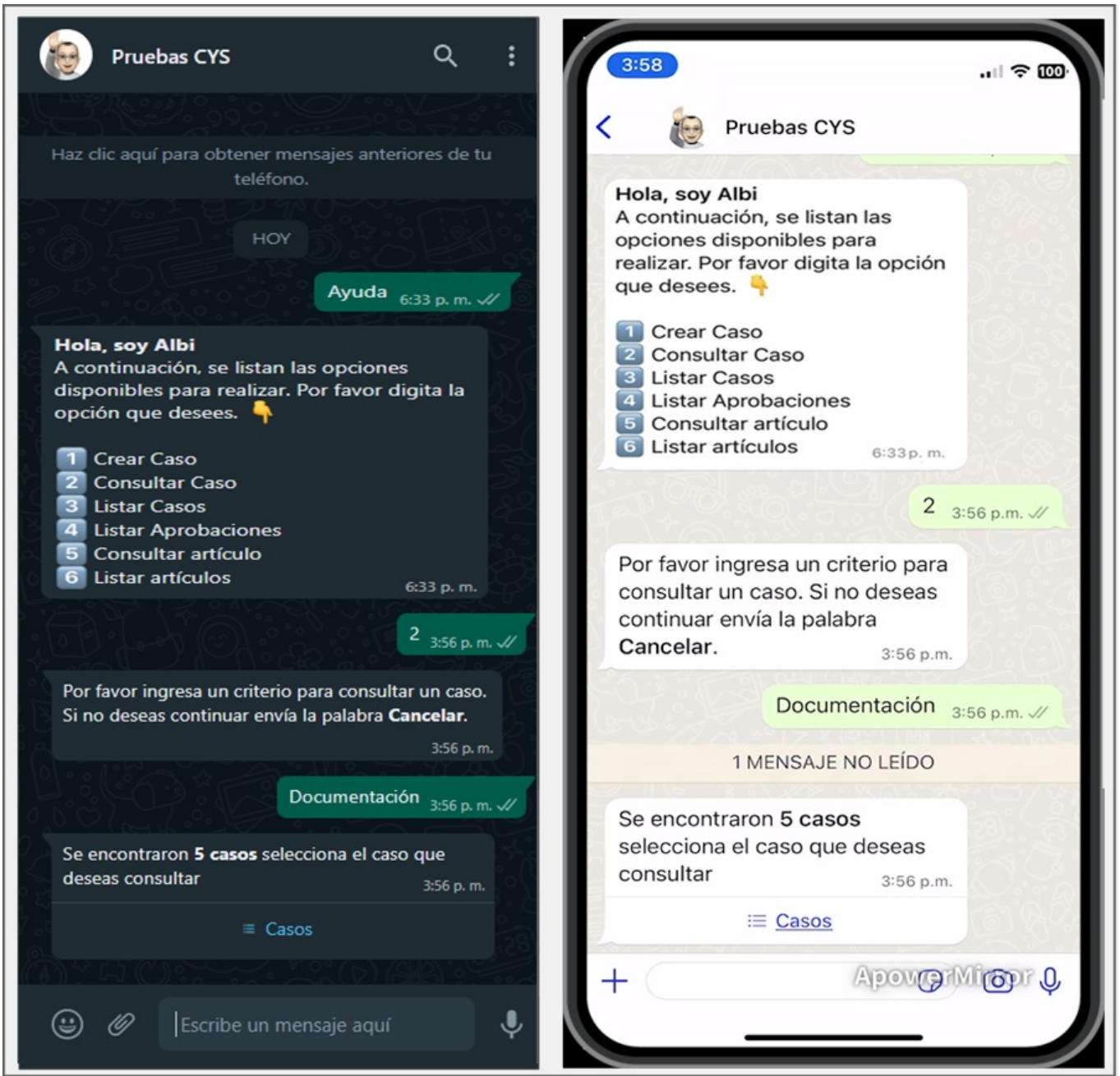
Precise searches with CONTAINS-ABOUT (The engine omits separators, connectors, stopwords).

- Affair
- Non-HTML description

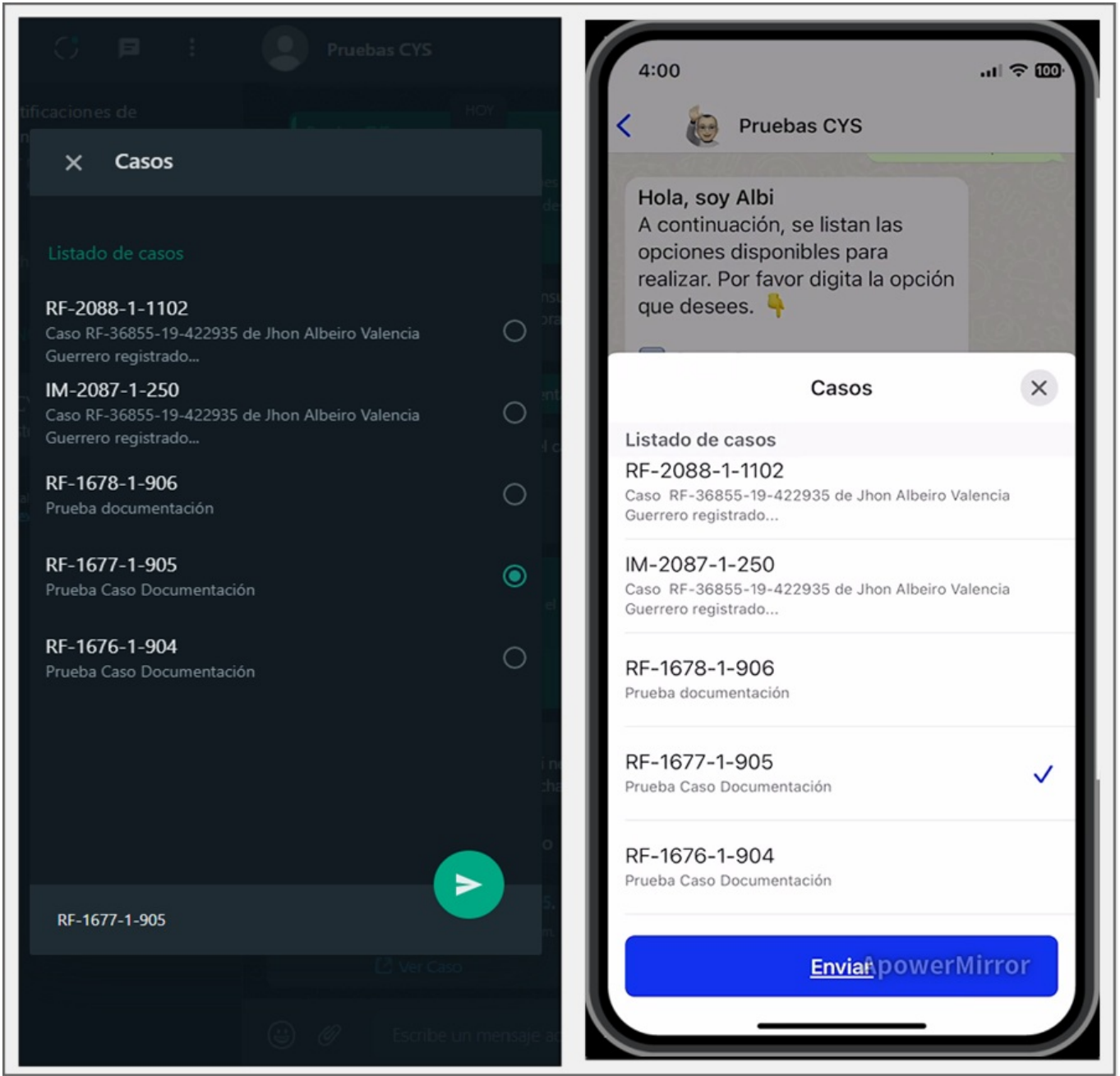
4. If no matches are found for the search criteria entered, the Bot responds to the No matches were found with the search and the Consult Case Ends; You must start again if you want to make the query with a new criterion.



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.



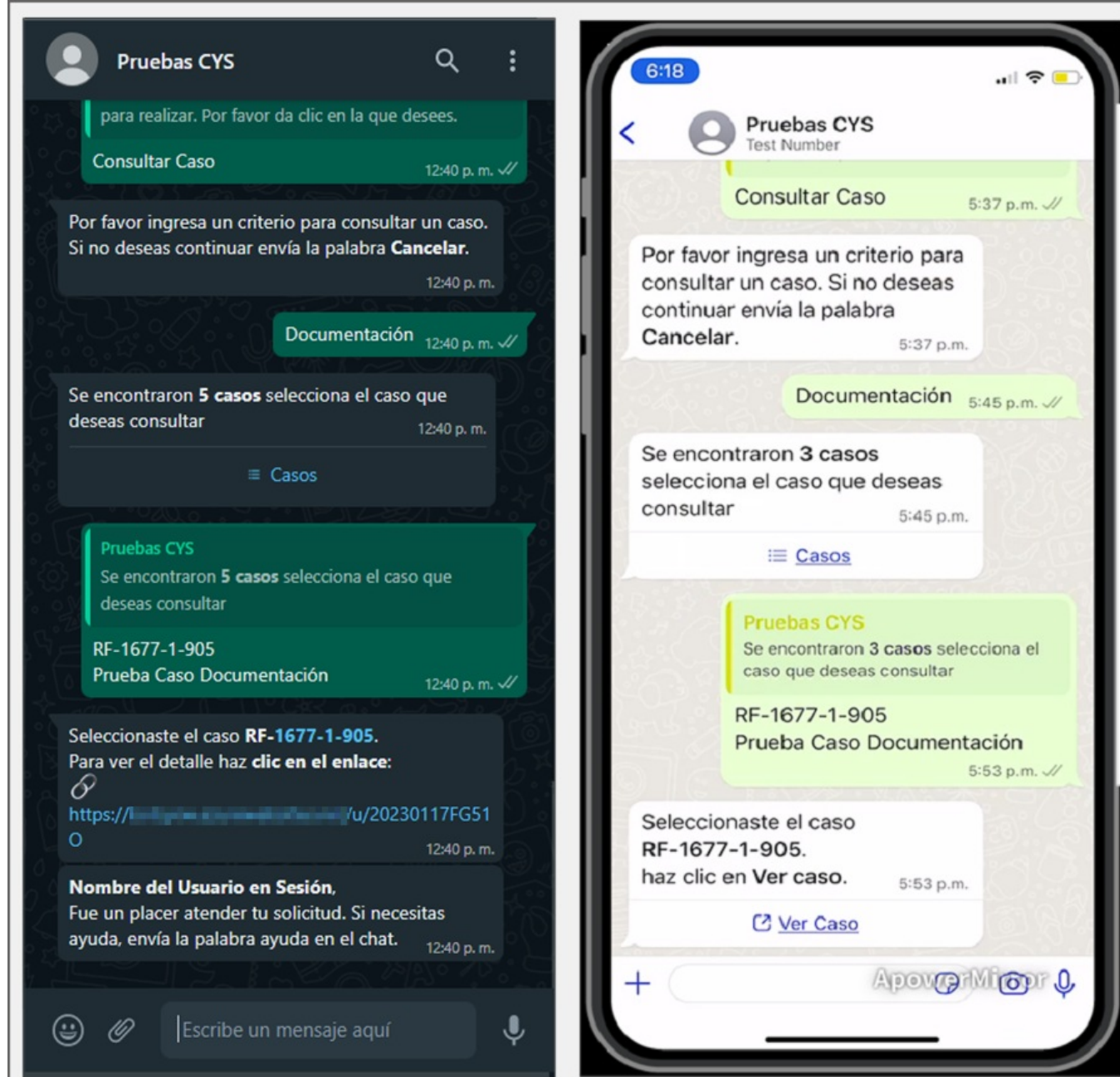
6. You can view the list of cases found (maximum 10 cases), select the case you want to view and click on Send.



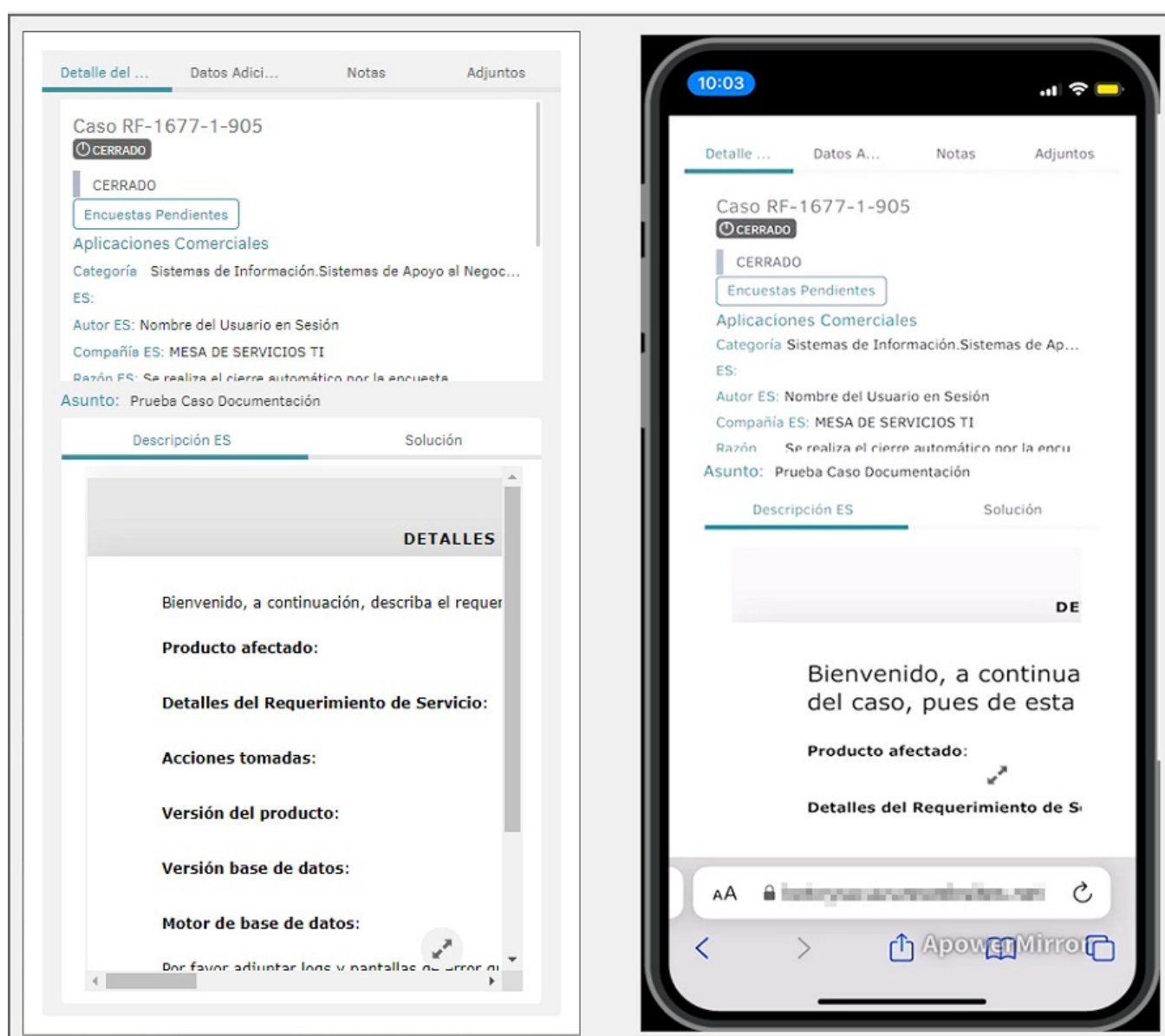
7. The selected case is sent as a reply in the conversation, the Bot will display a message notifying the number of the selected case and asks to click on the link or button View Case if you have a custom template.

Note:

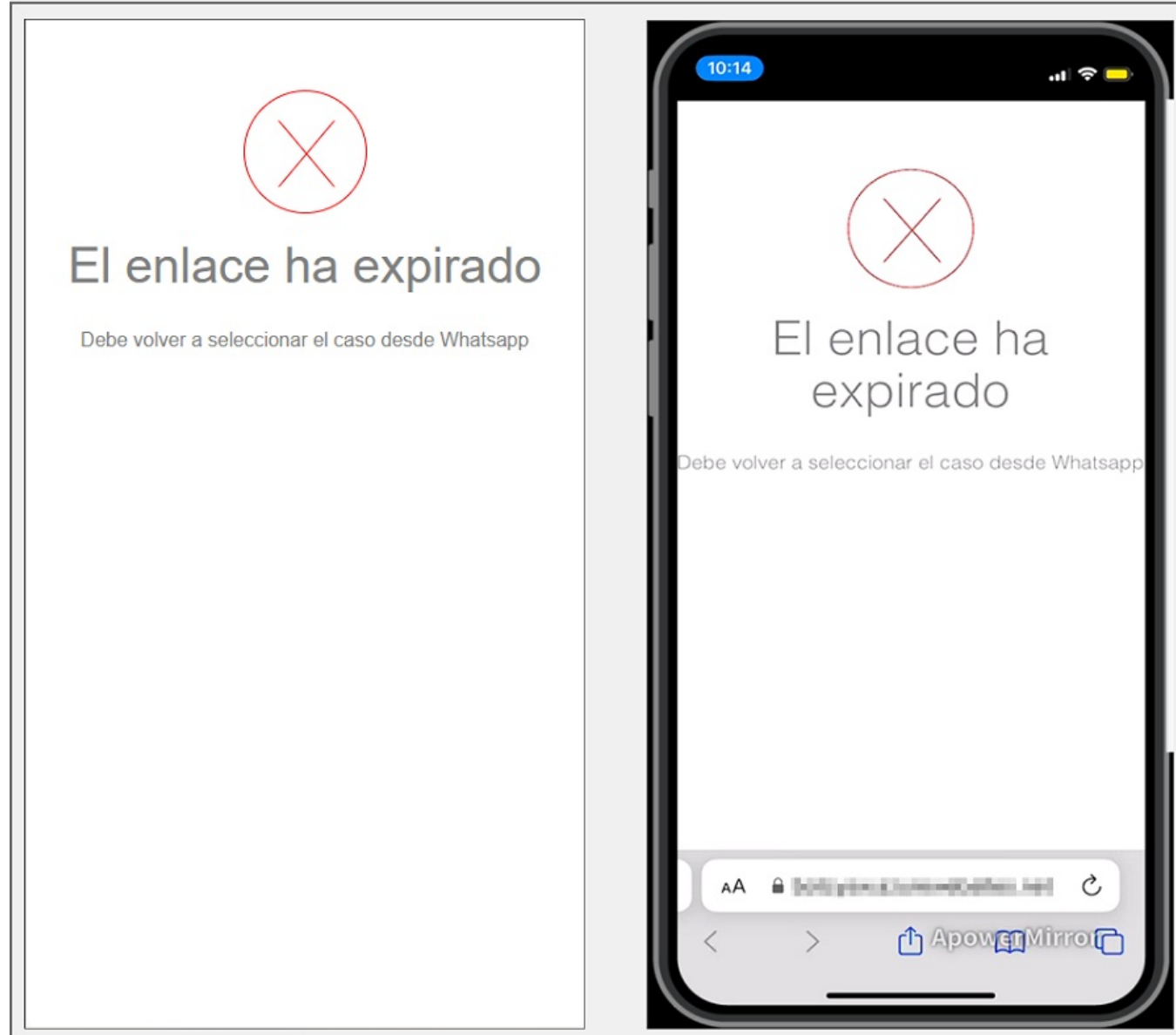
- 1 The message generated by the bot must match the one configured when creating the custom template - View case [View Template Settings](#).
- 2 If the Bot responds with the message Template see case not identified, contact the Administrator, validate that the custom template, view case, is in active 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.



8. Select the View Case (if you have a custom template) or the generated link, to be redirected to the case details page.



9. The generated link is for single use. If you use the link and want to see the same case again, repeat the query or select the case from the existing listing to generate a new link. If you try to log in with an already used link, the app will notify you with the following alert:

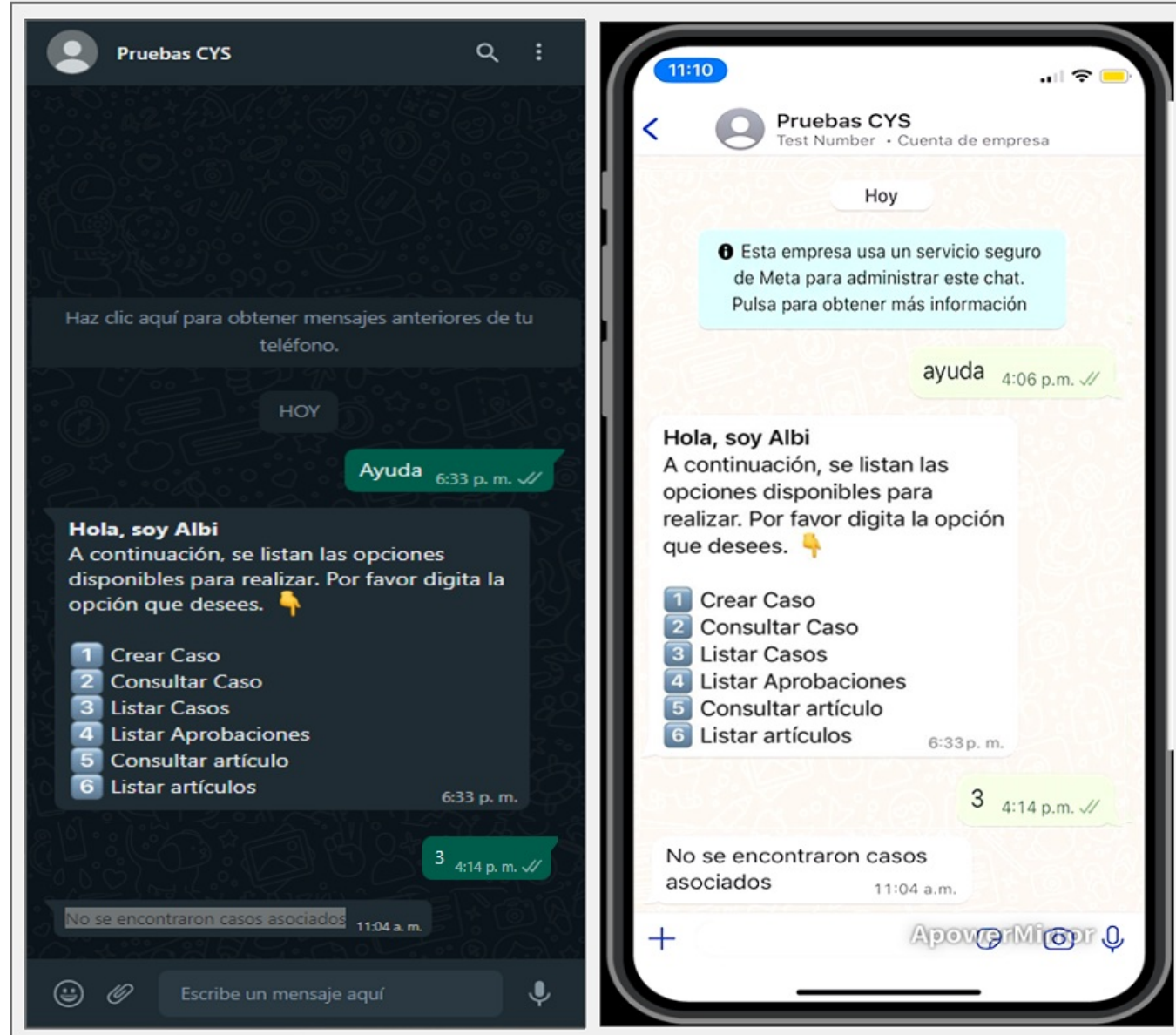


List Cases

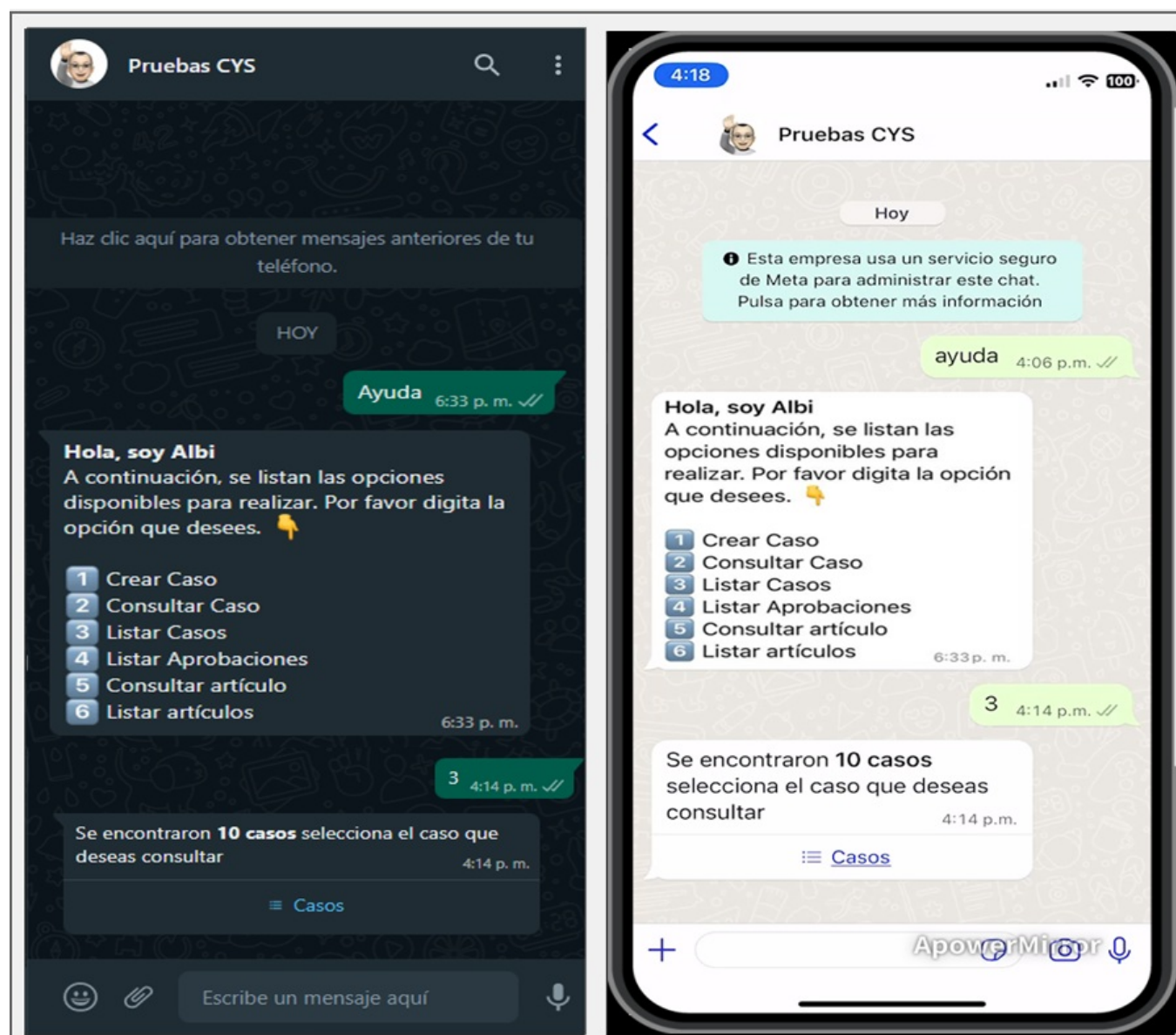
1. To invoke the Bot, start a chat with the contact number via the WhatsApp web or mobile app. After that, type any text and the Bot will respond with a greeting message and display the available options. Select the option List Cases by writing the number 3 as an answer.



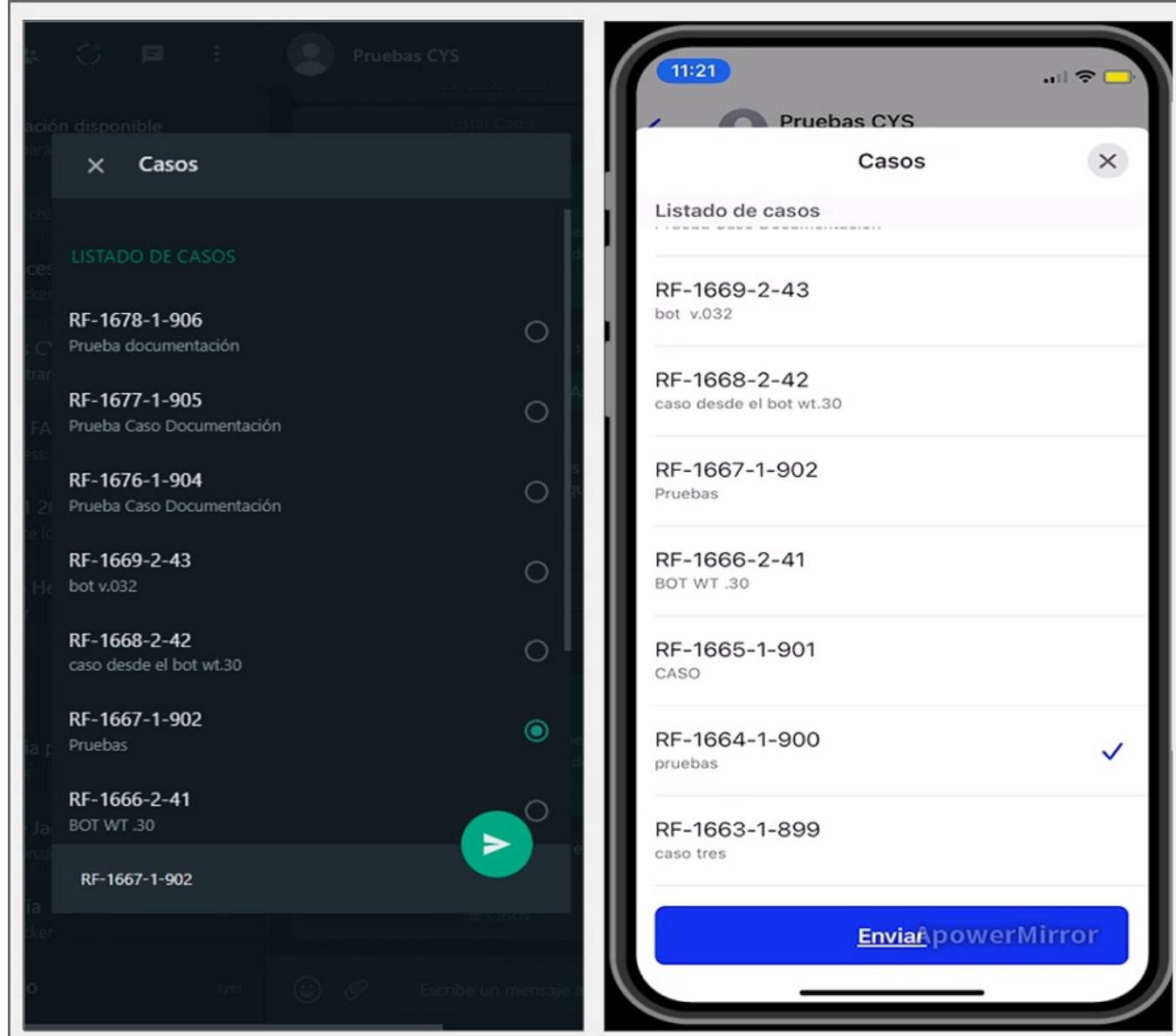
2. The Bot receives the user's response and performs a search of the cases associated with the user in session. If the user in session does not have associated cases, the Bot delivers as a response No associated cases were found and the List Cases Ends.



3. 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 most recent), the Cases.



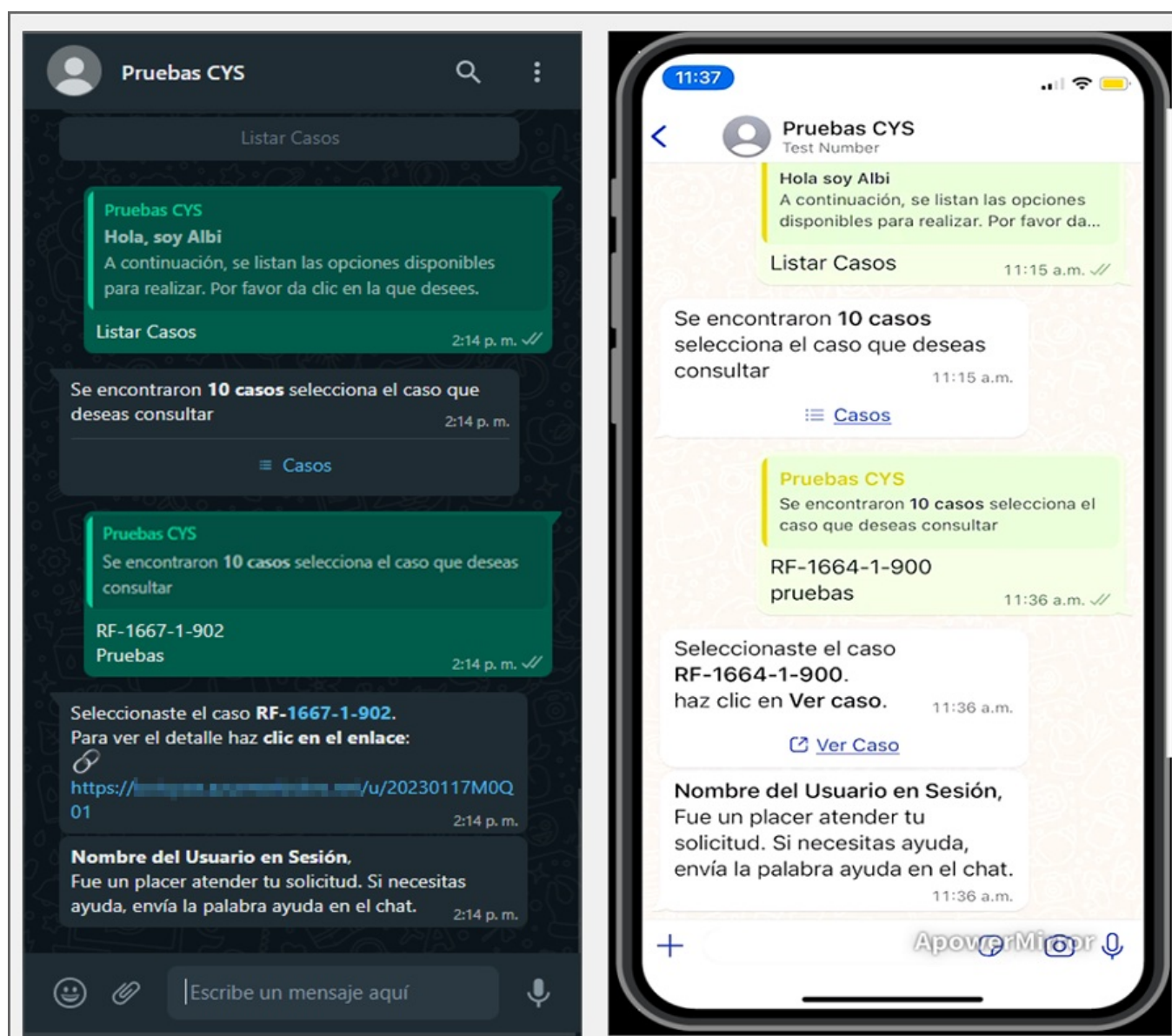
4. When you select the Cases, you can view the list of cases found (maximum 10 cases), select the case you want to view and click on Send.



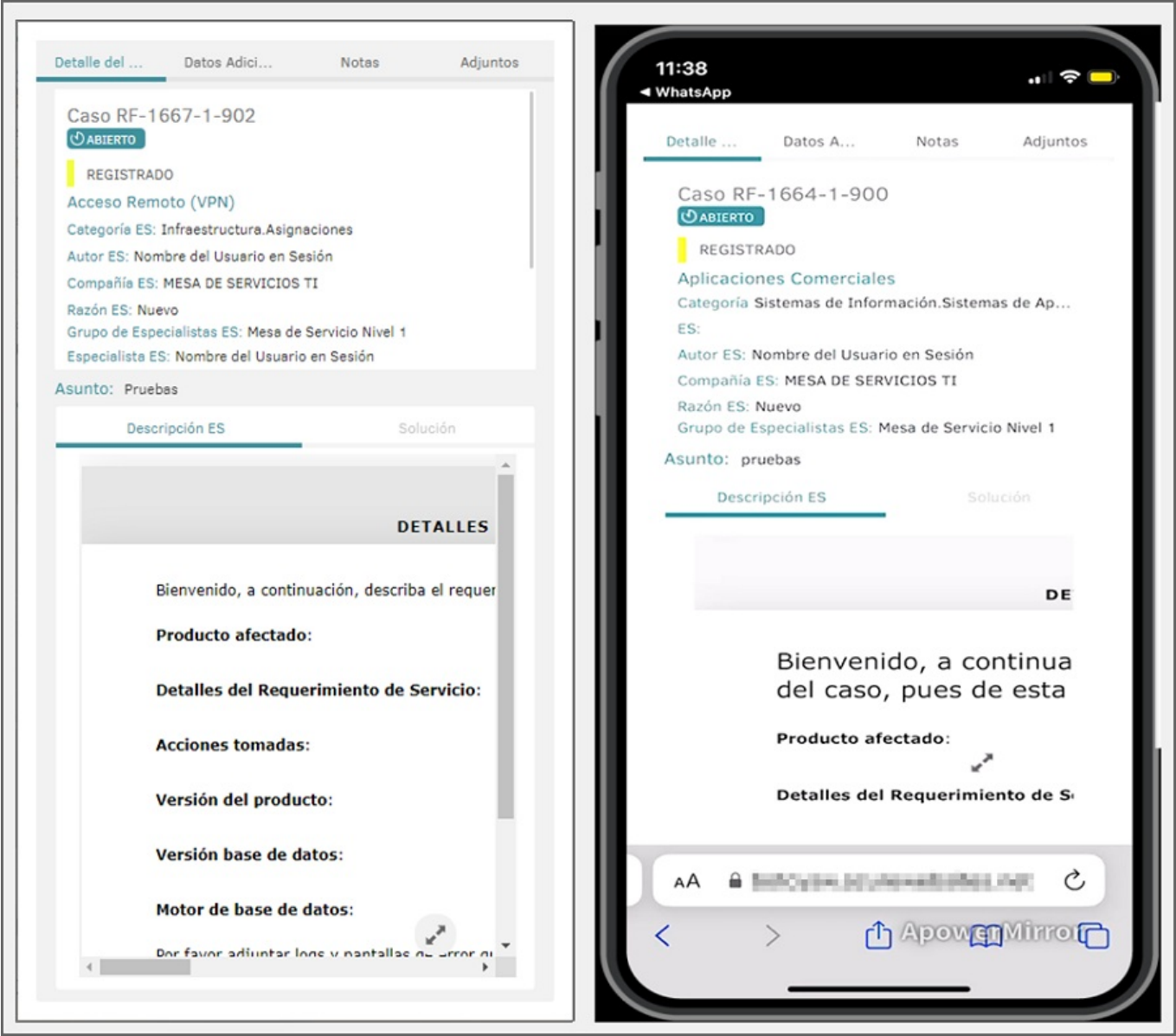
5. The selected case is sent as a reply in the conversation; the Bot will display a message notifying the number of the selected case and asks to click on the link or button View Case if you have a custom template.

Notes:

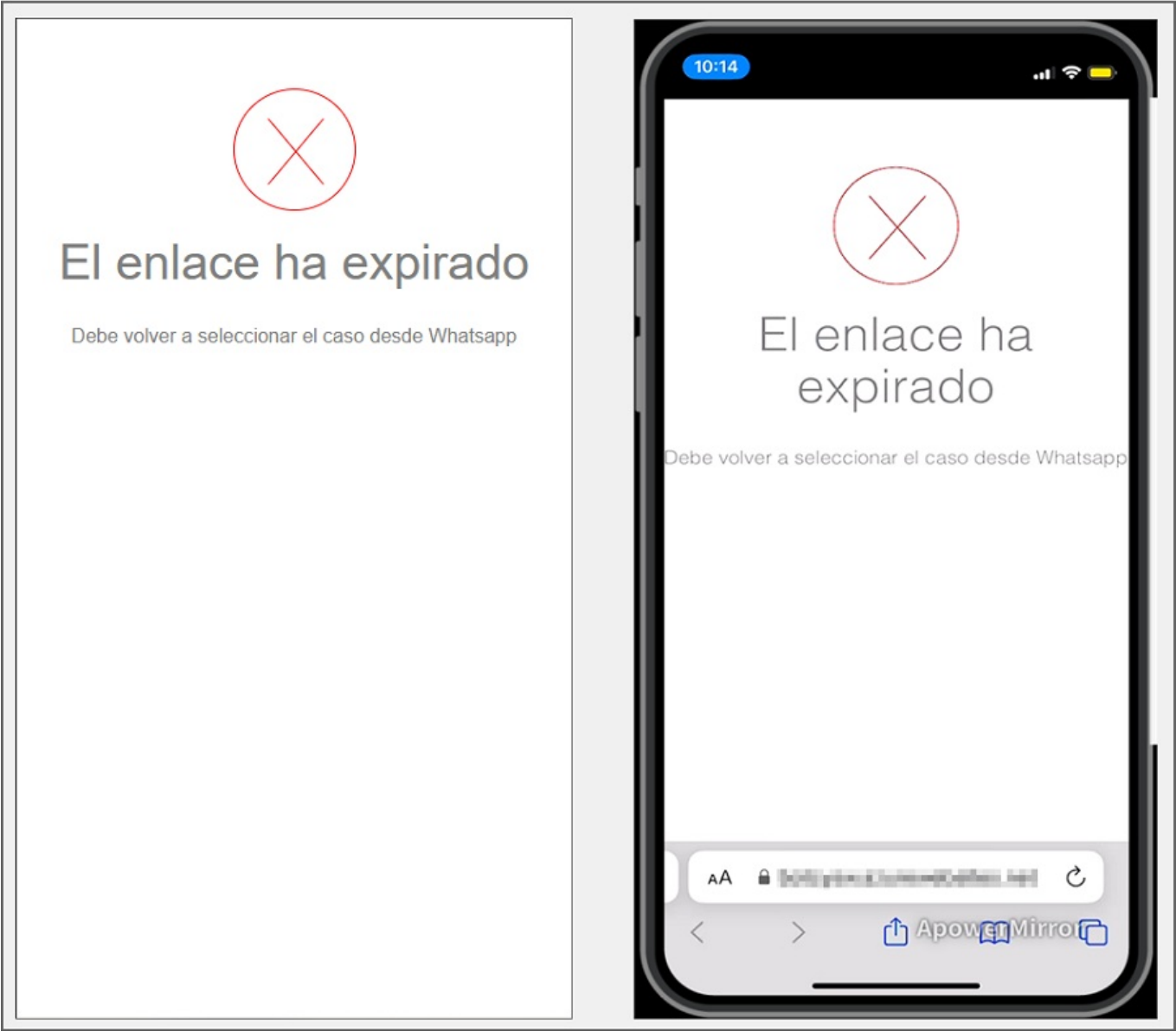
- 1 The message generated by the bot must match the one configured when creating the custom template - View case [View Template Settings](#).
- 2 If the Bot responds with the message Template see case not identified, contact the Administrator, validate that the custom template, view case, is in active 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.



6. Select the View Case (if you have a custom template) or the generated link, to be redirected to the case details page.

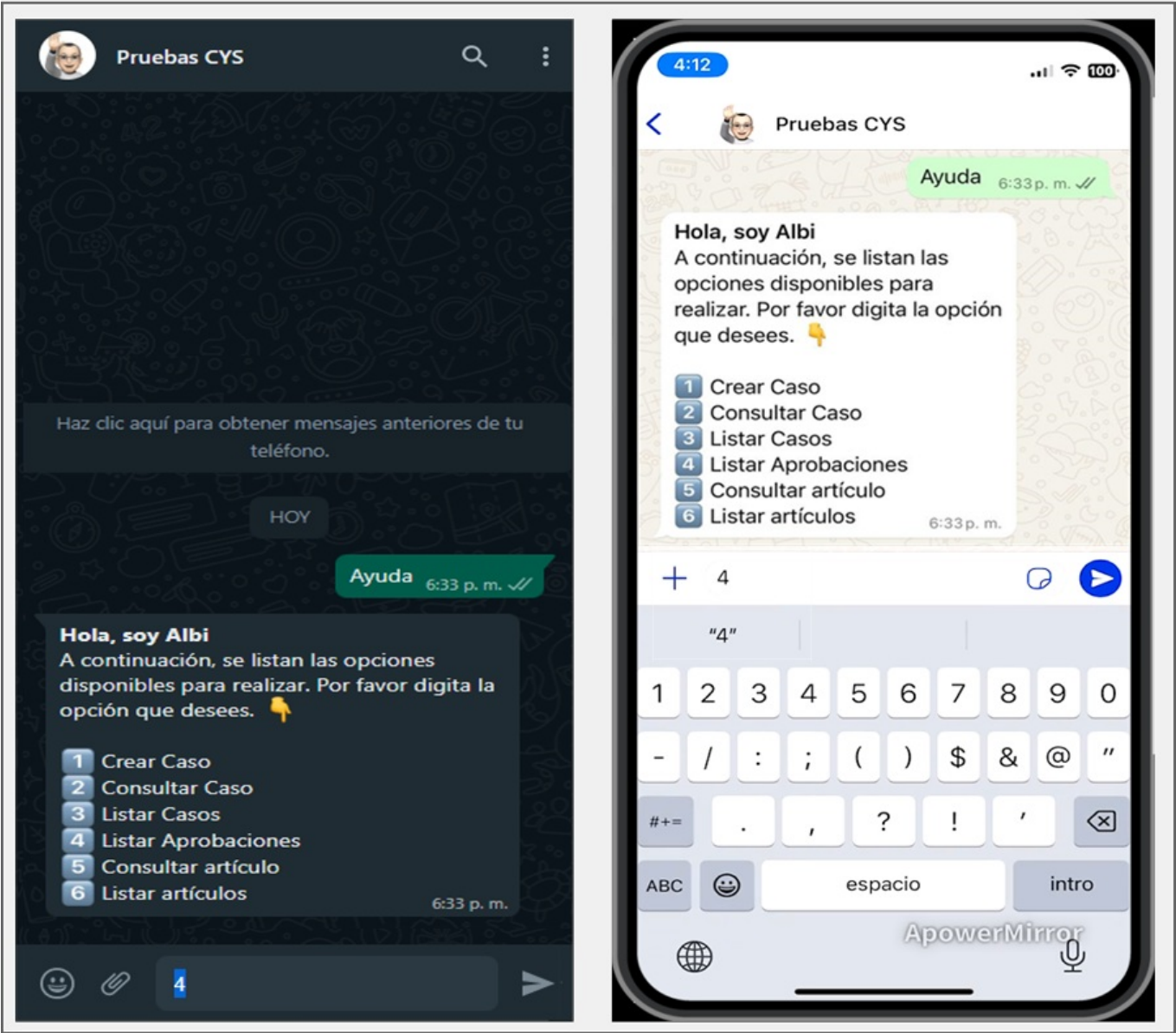


7. The generated link is for single use. If you use the link and want to see the same case again, repeat the query or select the case from the existing listing to generate a new link. If you try to log in with an already used link, the app will notify you with the following alert:

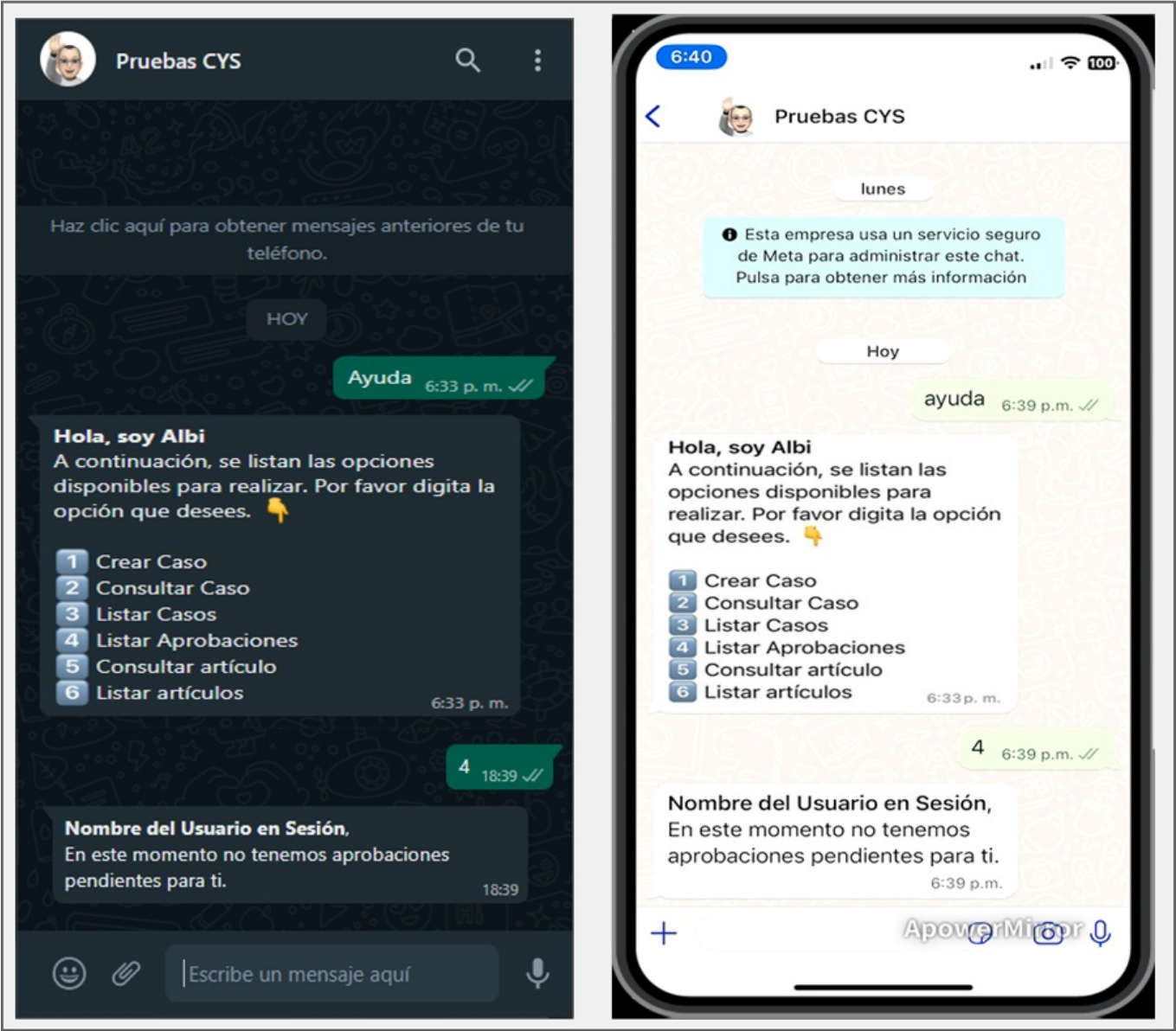


List Approvals

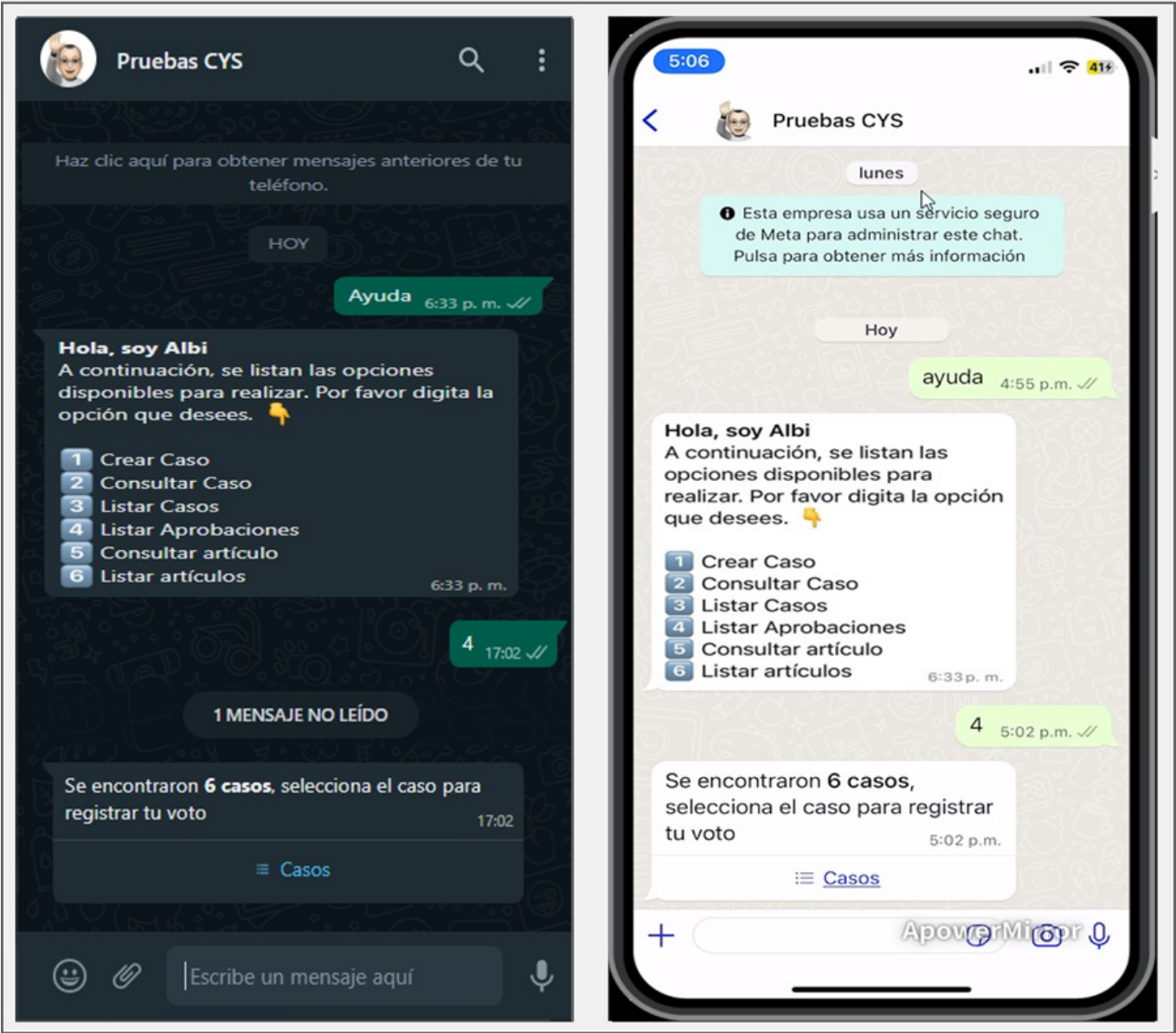
1. To invoke the Bot, start a chat with the contact number via the WhatsApp web or mobile app. After that, type any text and the Bot will respond with a greeting message and display the available options. Select the option List Approvals by writing the number 4 as an answer.



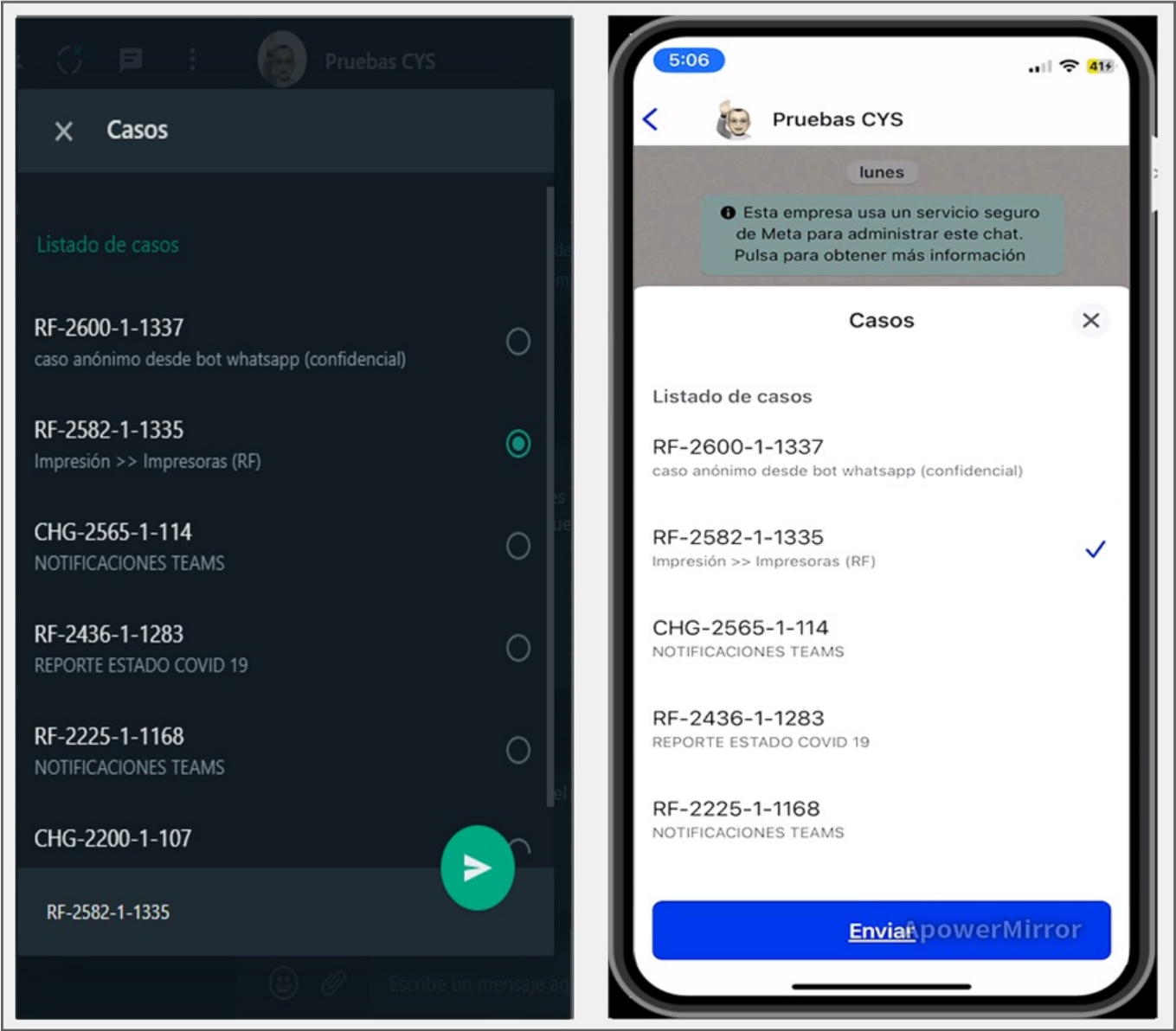
2. The Bot receives the user's response and performs a search of the cases associated with the user in session that have an active approval process. In case the user has no associated cases, the Bot delivers the message in response No associated cases were found and the option ends List Approvals.



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.



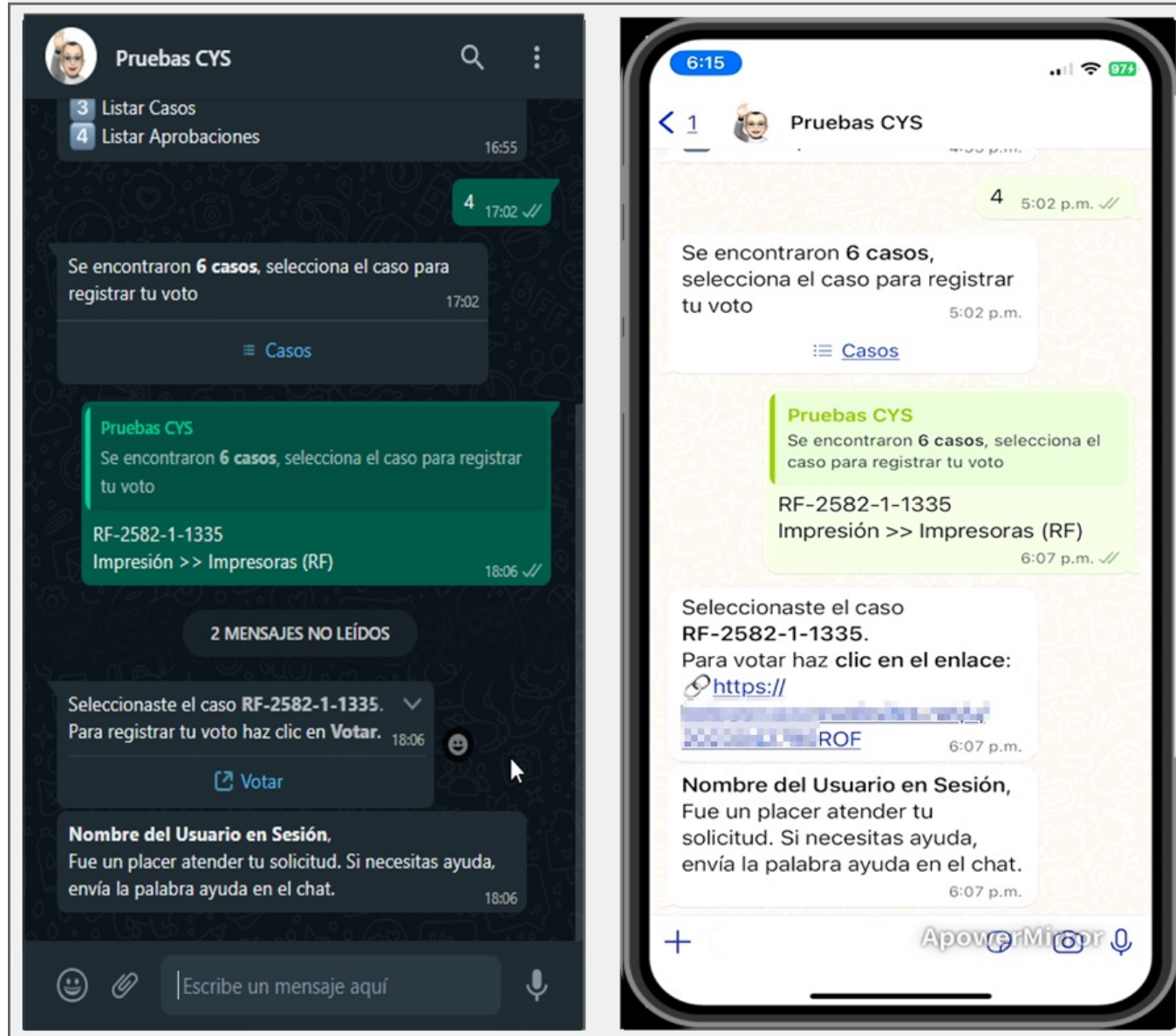
4. When you select the Cases, a list of found cases is displayed sorted by the global case ID, from highest to lowest. Select the case you want to manage and click Send.



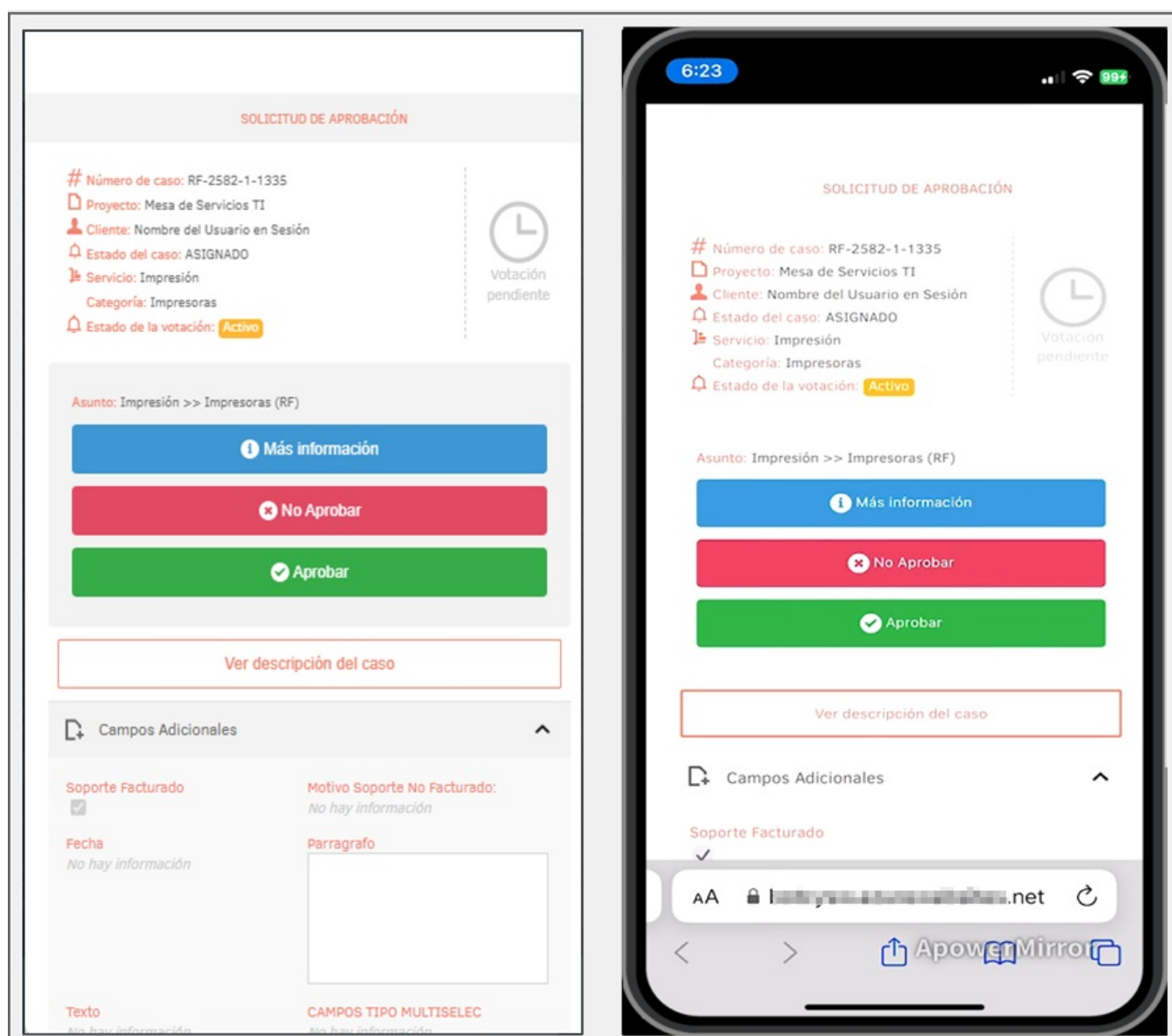
5. The selected case is sent as a reply in the conversation; the Bot replies to a message notifying the number of the selected case and asks to click on the link or button Vote if you have a custom template.

Note:

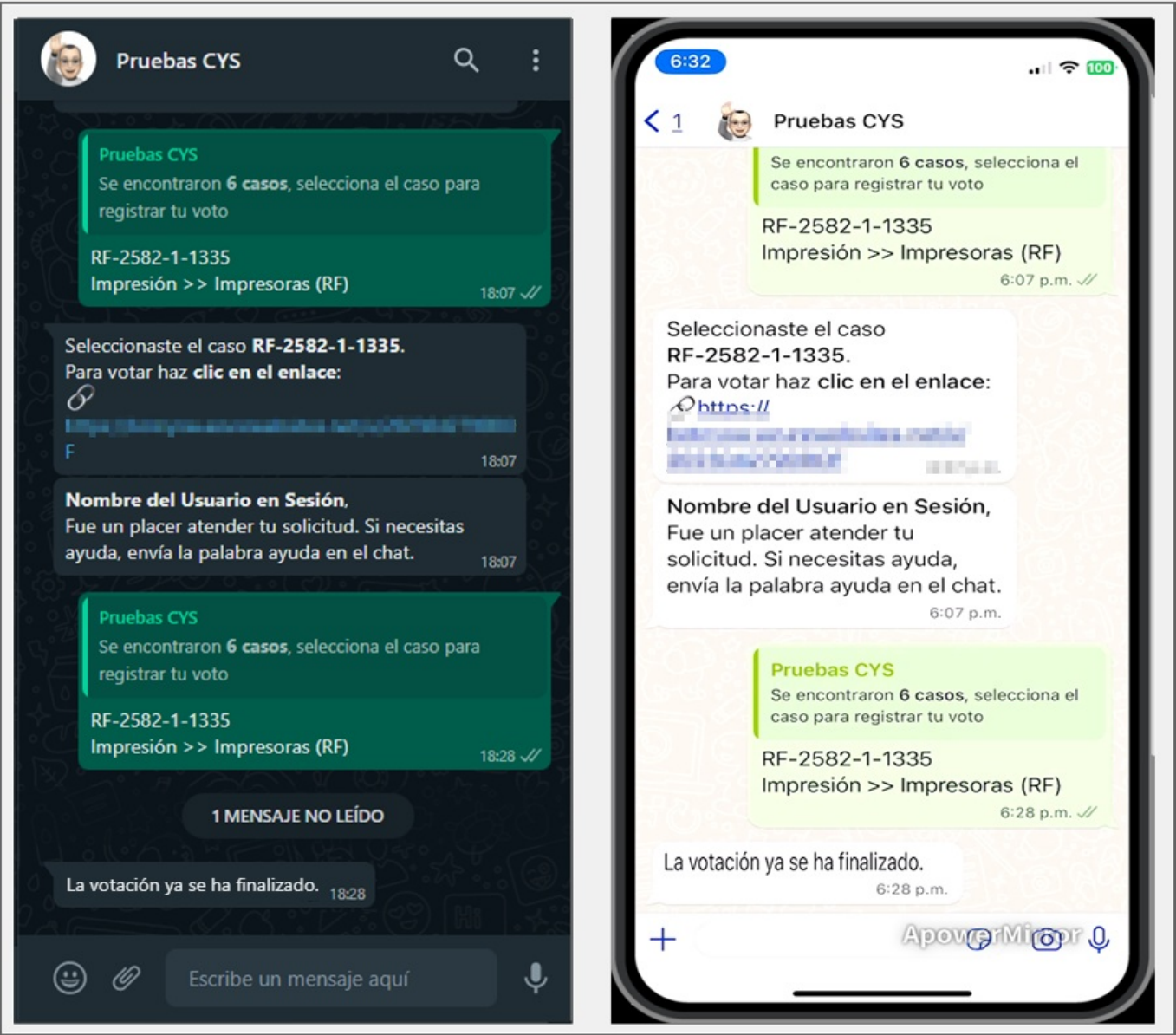
- 1 The message generated by the bot must match the one configured when creating the custom template - View Approval [View Template Settings](#), if you have a custom template
- 2 If the Bot responds with the message Approve case template not identified, contact the Administrator, validate that the custom 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.

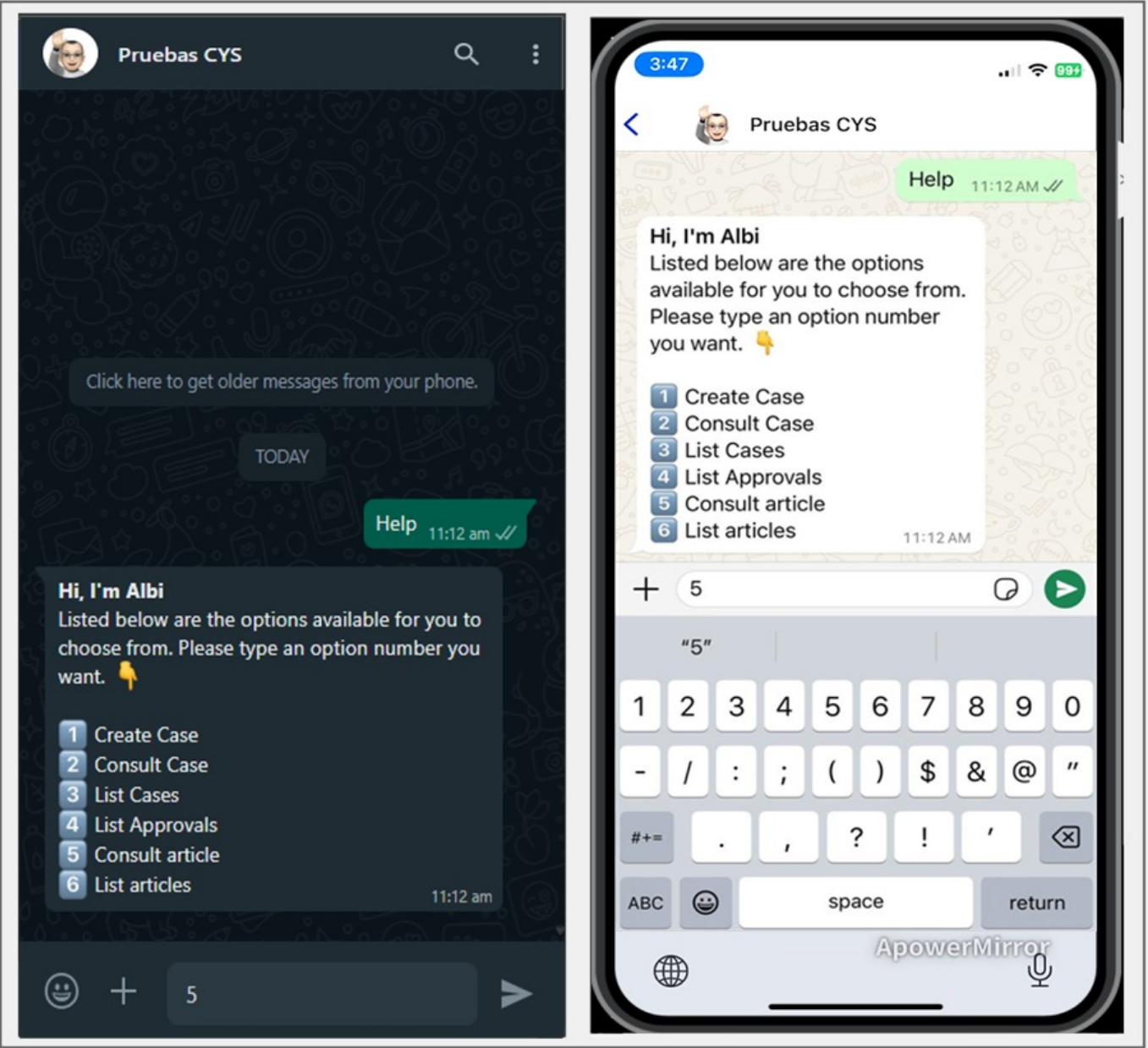


7. If you want to manage another approval process, you can select the case from the list button Cases of step 4. If a user selects a case whose approval process has already been handled, the Bot responds with the message "Voting has already been completed."



View Articles

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



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



3. Enter the text you want to view and click Send. For article searches, the Bot searches for articles taking into account the following operators and fields:

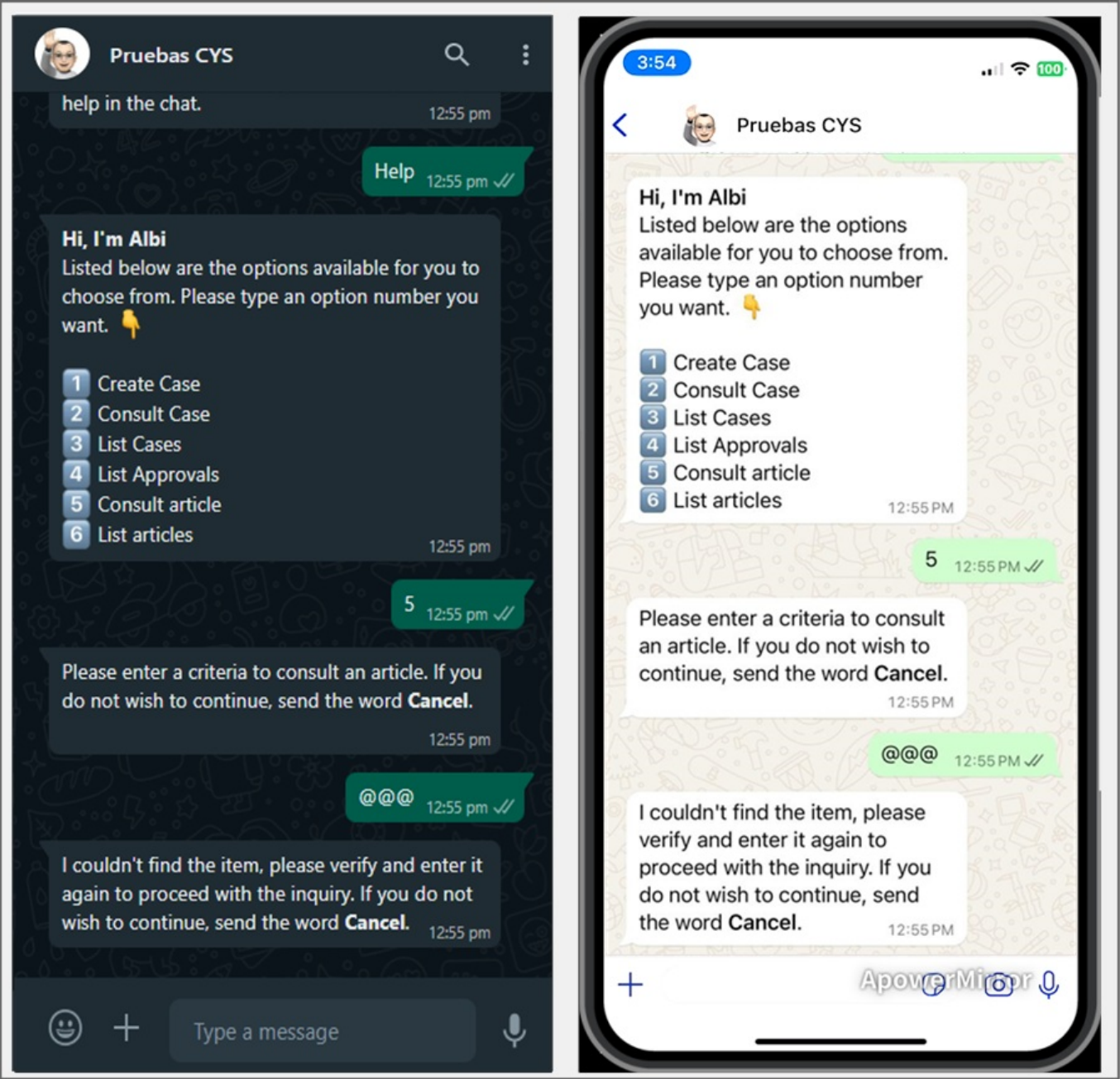
Operator searches LIKE (looks for the characters entered)

- ctg_caption (Category Name)
- statusDescription
- ReasonDescription

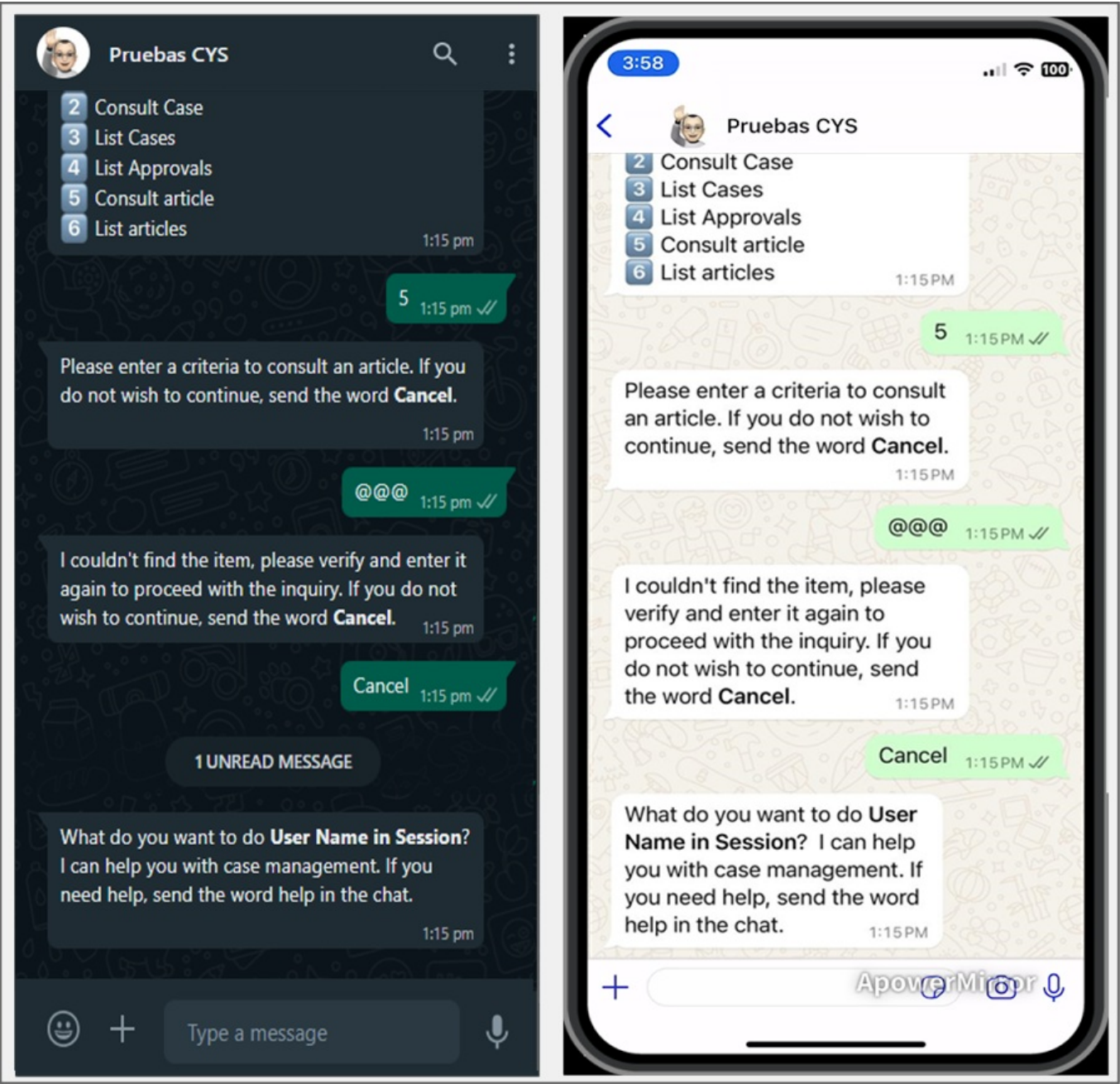
Precise searches with CONTAINS-ABOUT (the engine omits separators, connectors, stopwords)

- fl_str_solution_description (Description)
- fl_str_solution_content (Content)
- fl_str_solution_title (Title)
- fl_str_solution_id (Id)
- fl_str_solution_keyword (Keywords)

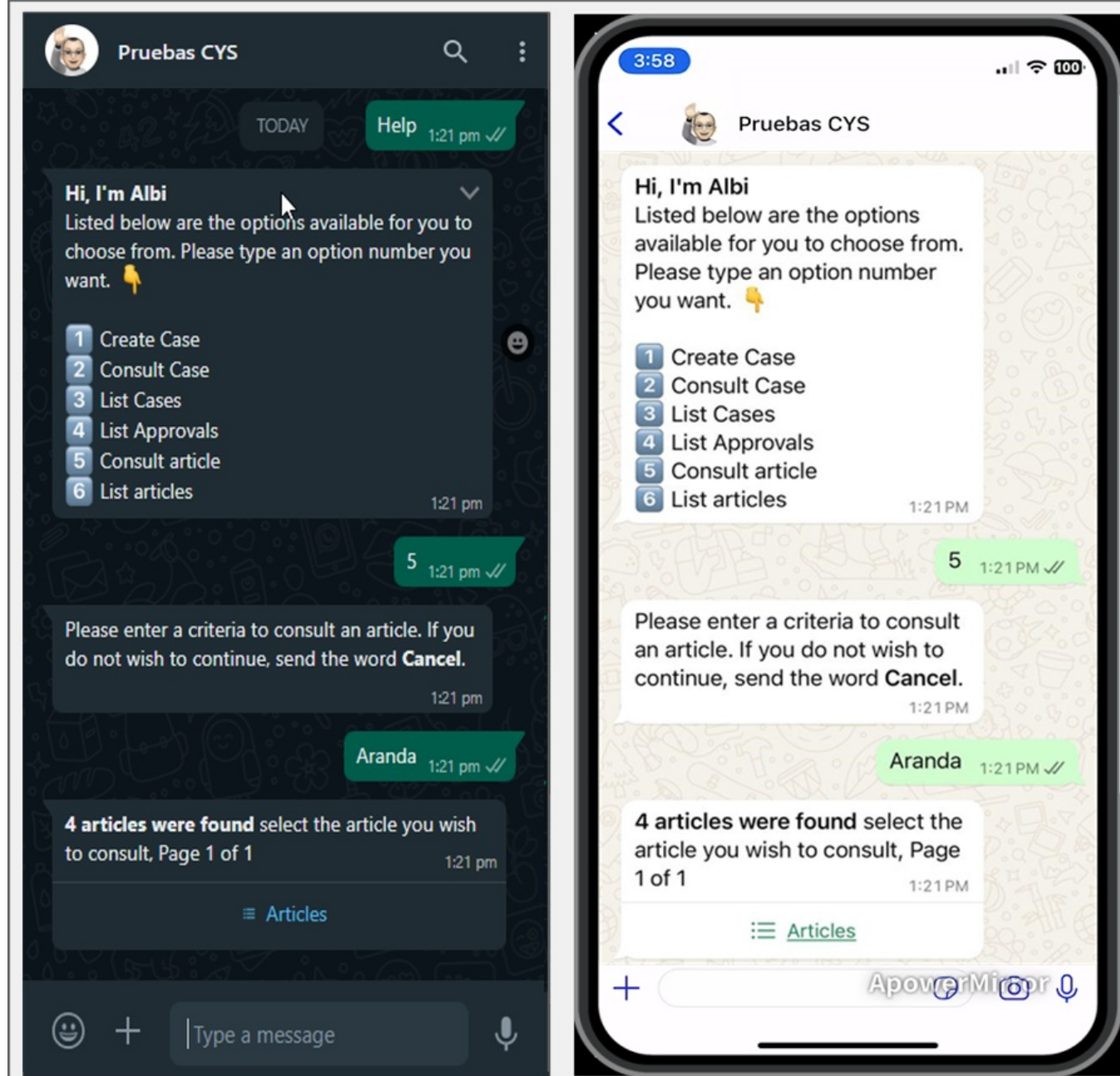
4. If no matches are found for the search criteria entered, the Bot responds with the following message:



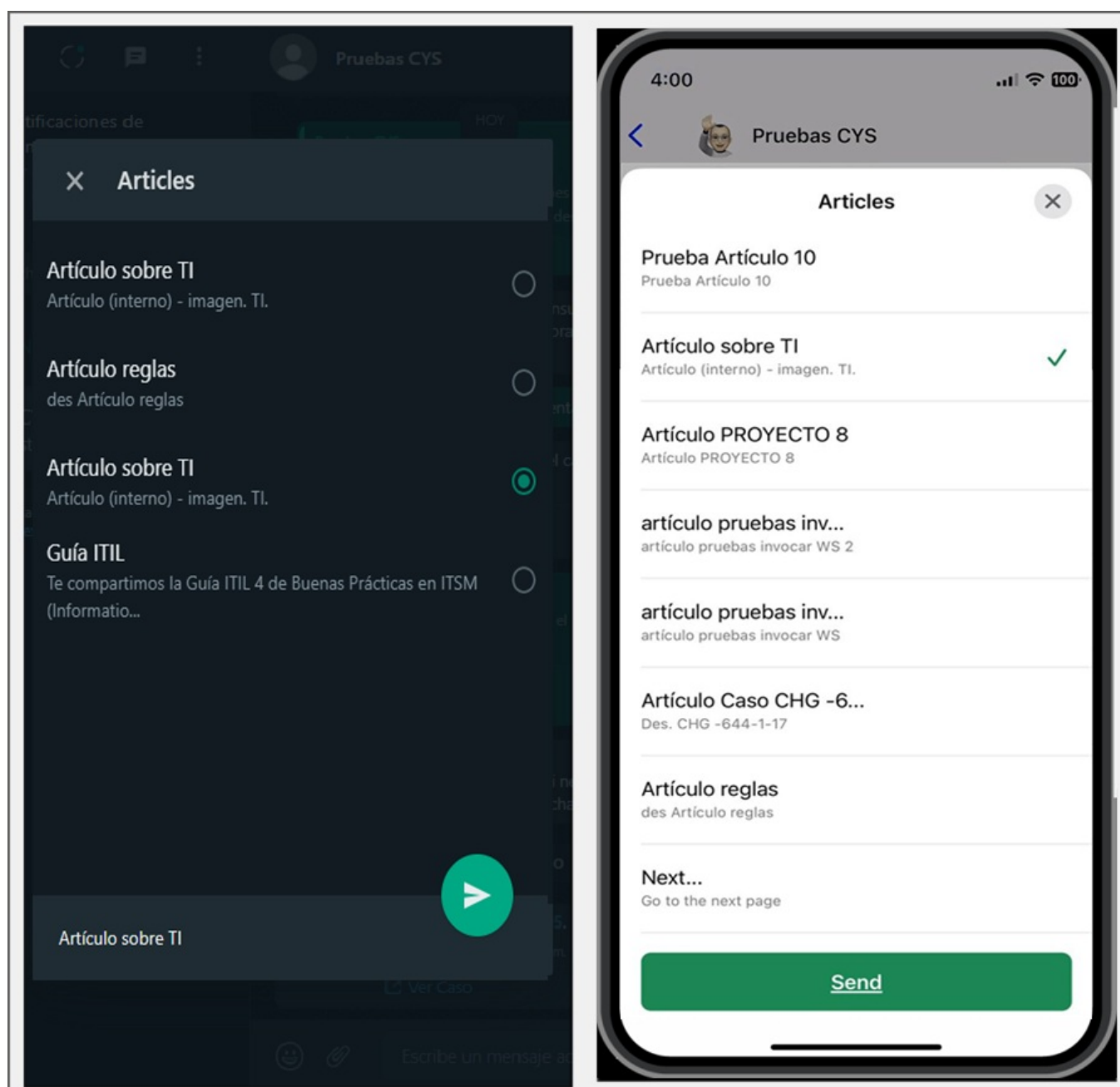
You can make a new query with a new criterion, if you do not want to continue with the article query, please send the word Cancel and the Bot will respond with the following message:



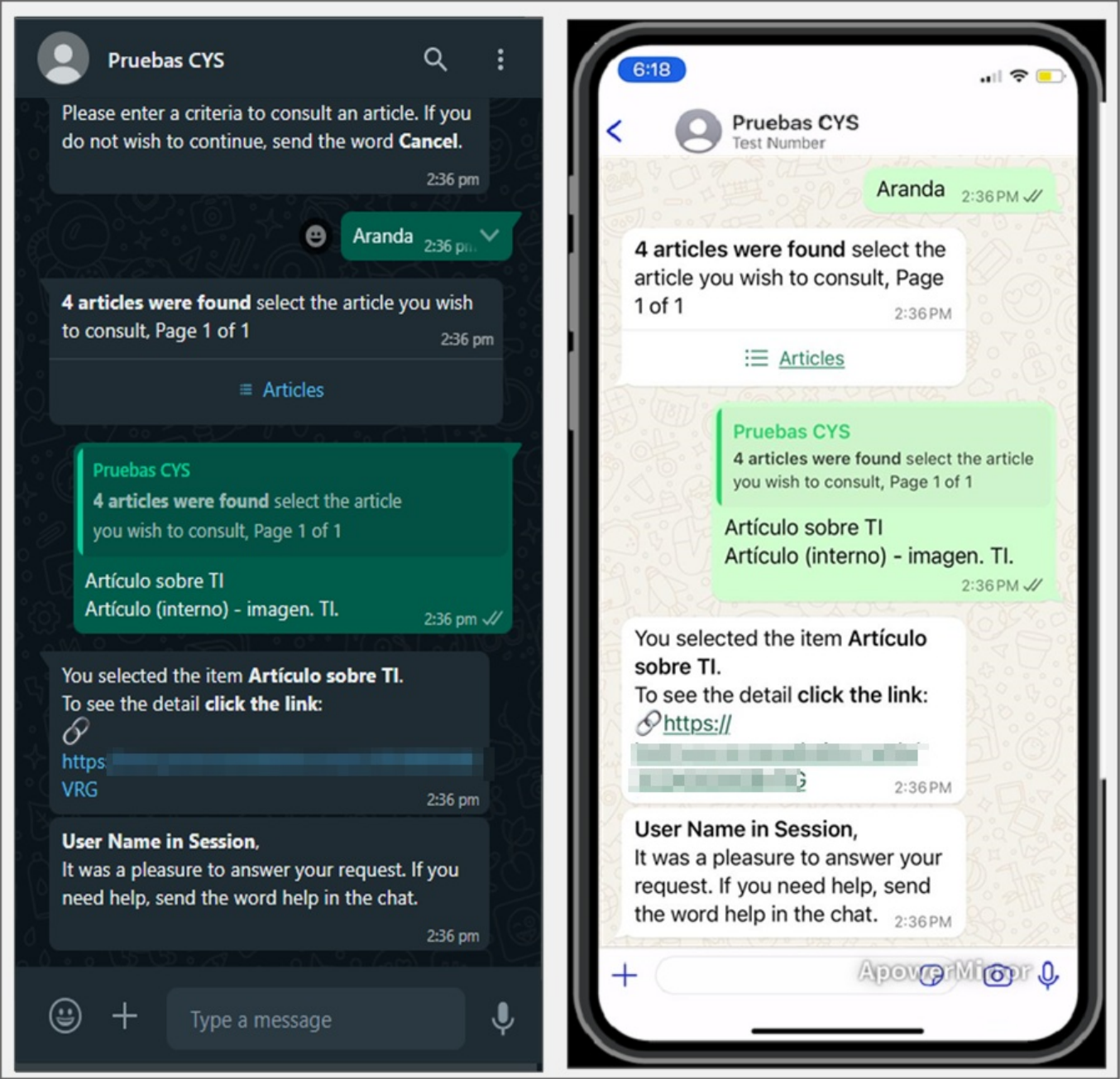
5. When the search result yields one or more matches, the Bot delivers the number of articles found (maximum 15 articles) as a response; The Articles.



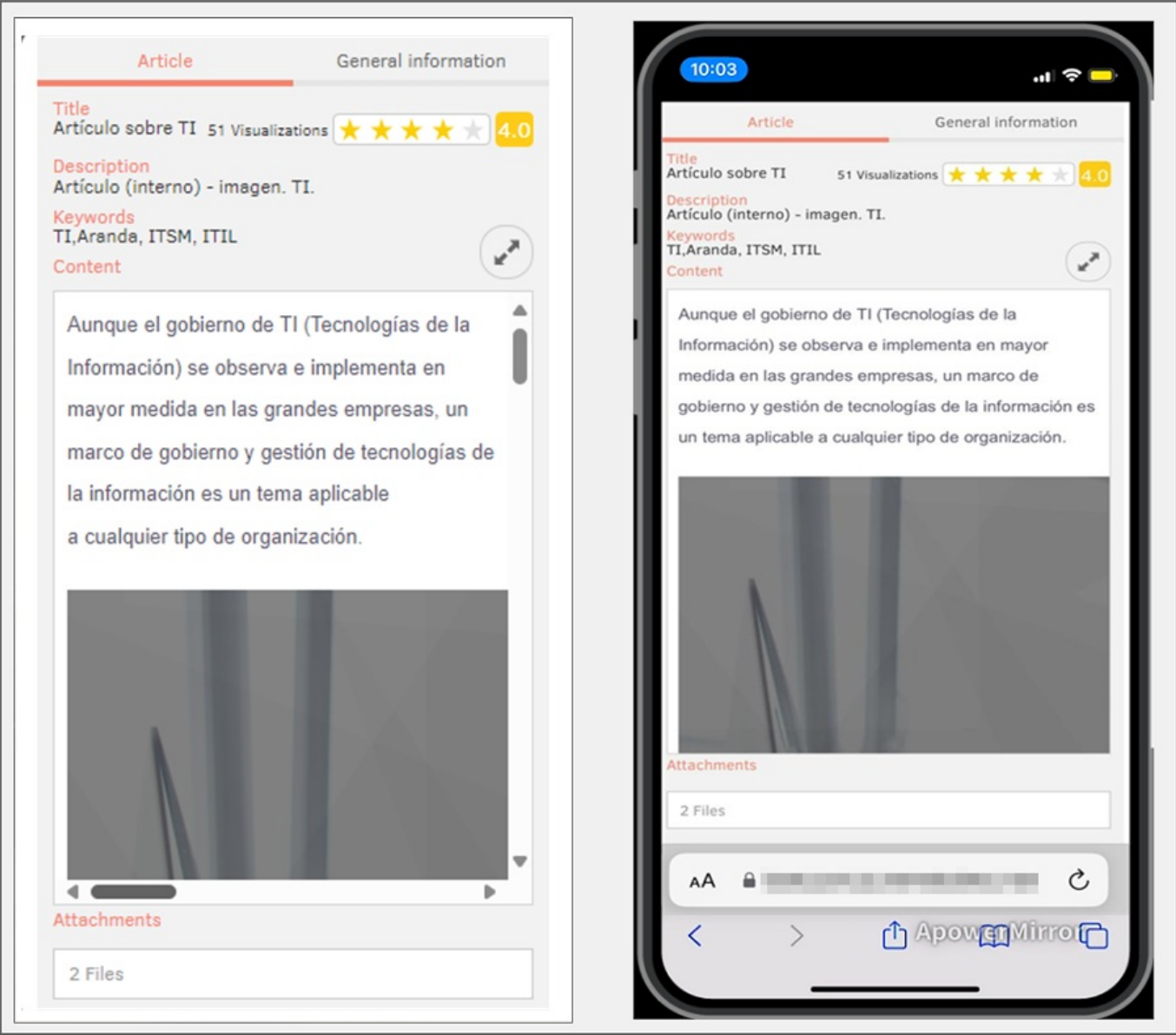
6. When you select the Articles, the list of found items is displayed. Select the article you want to view and click Send. If the listing contains more than 10 items, 9 are listed and the option is enabled Following, which will be sent as a response to the chat generating a second list of articles.



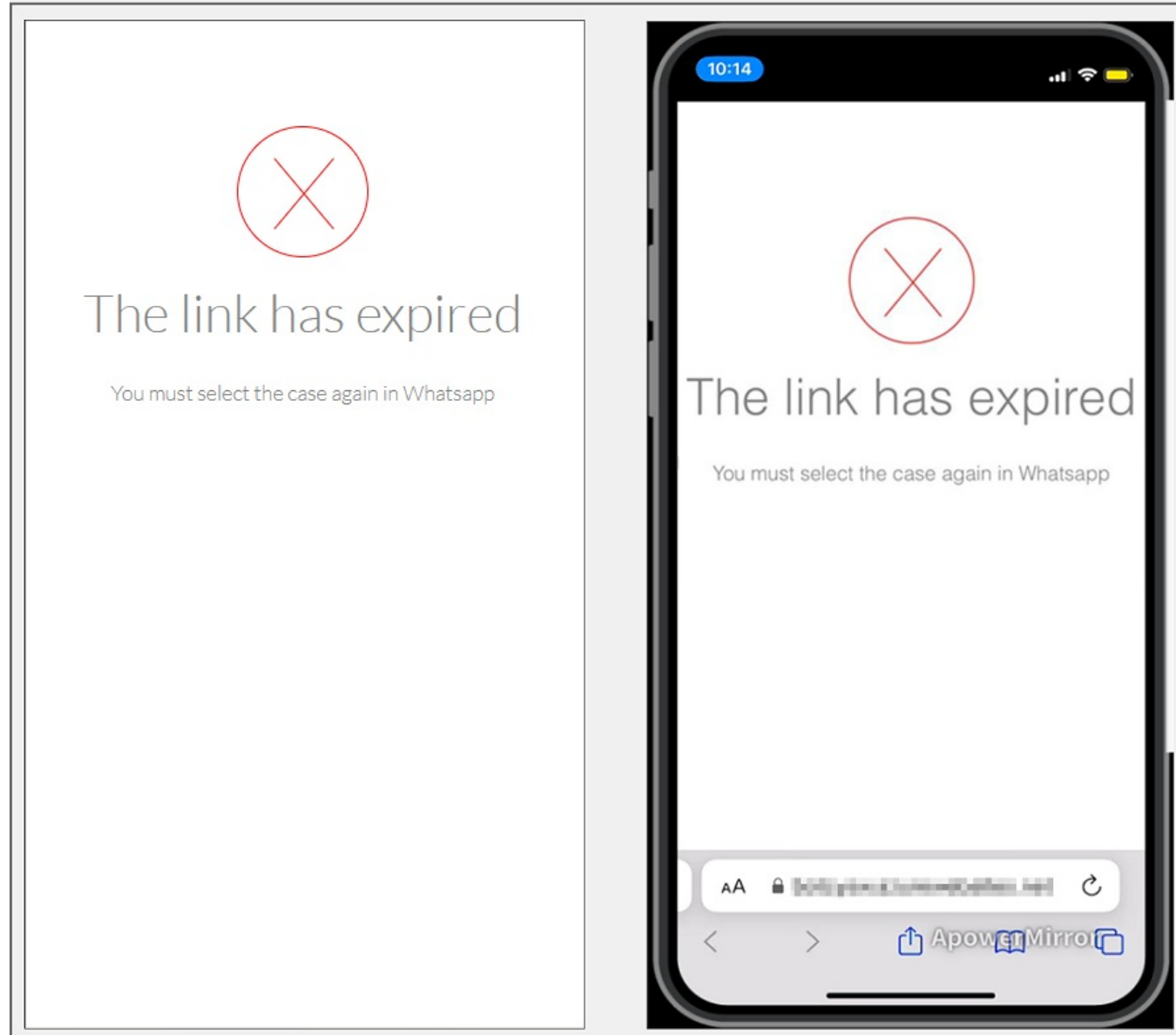
7. The selected article is sent as a reply in the conversation. The Bot responds with a message notifying the selected item and asks to click on the link.



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

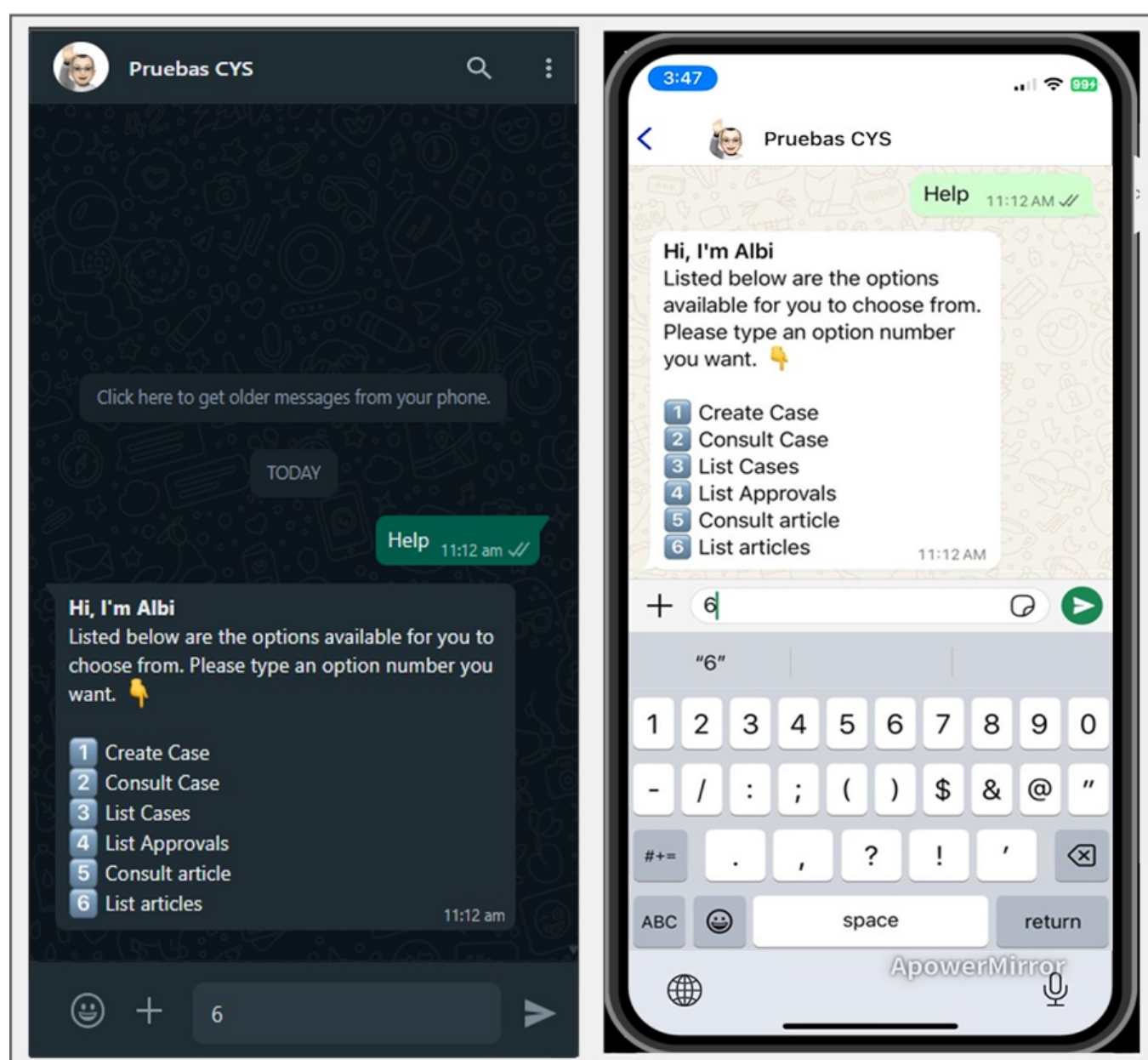


9. The generated link is for single use. If you use the link and want to see the same article again, repeat the query and select the listing article to generate the link again. If you try to log in with a created link, the app will notify you with the following alert:



List Items

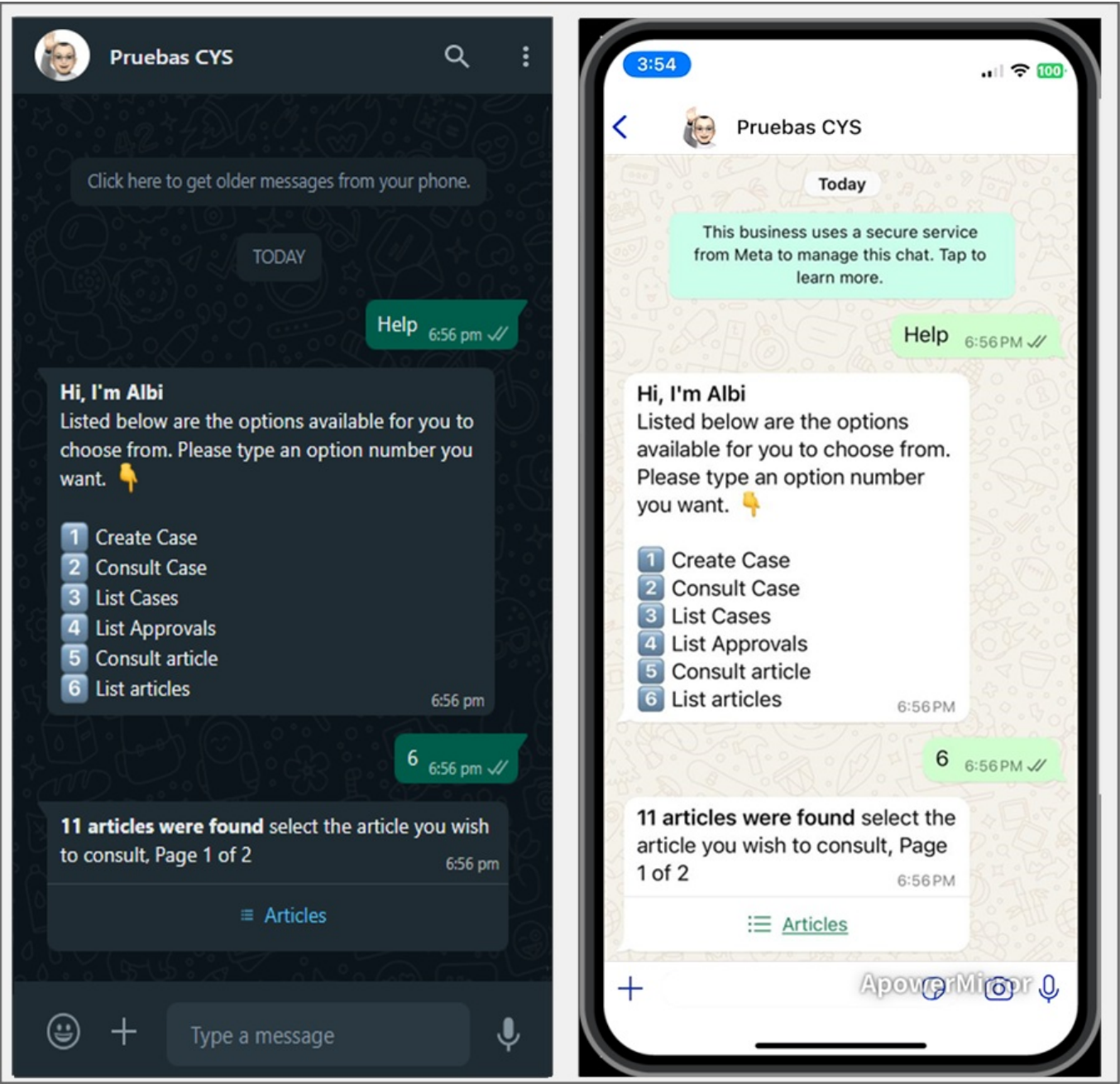
1. To invoke the Bot, start a chat with the contact number via the WhatsApp web or mobile app. After that, type any text and the Bot will respond with a greeting message and display the available options. Select the option List Items by writing the number 6 as an answer.



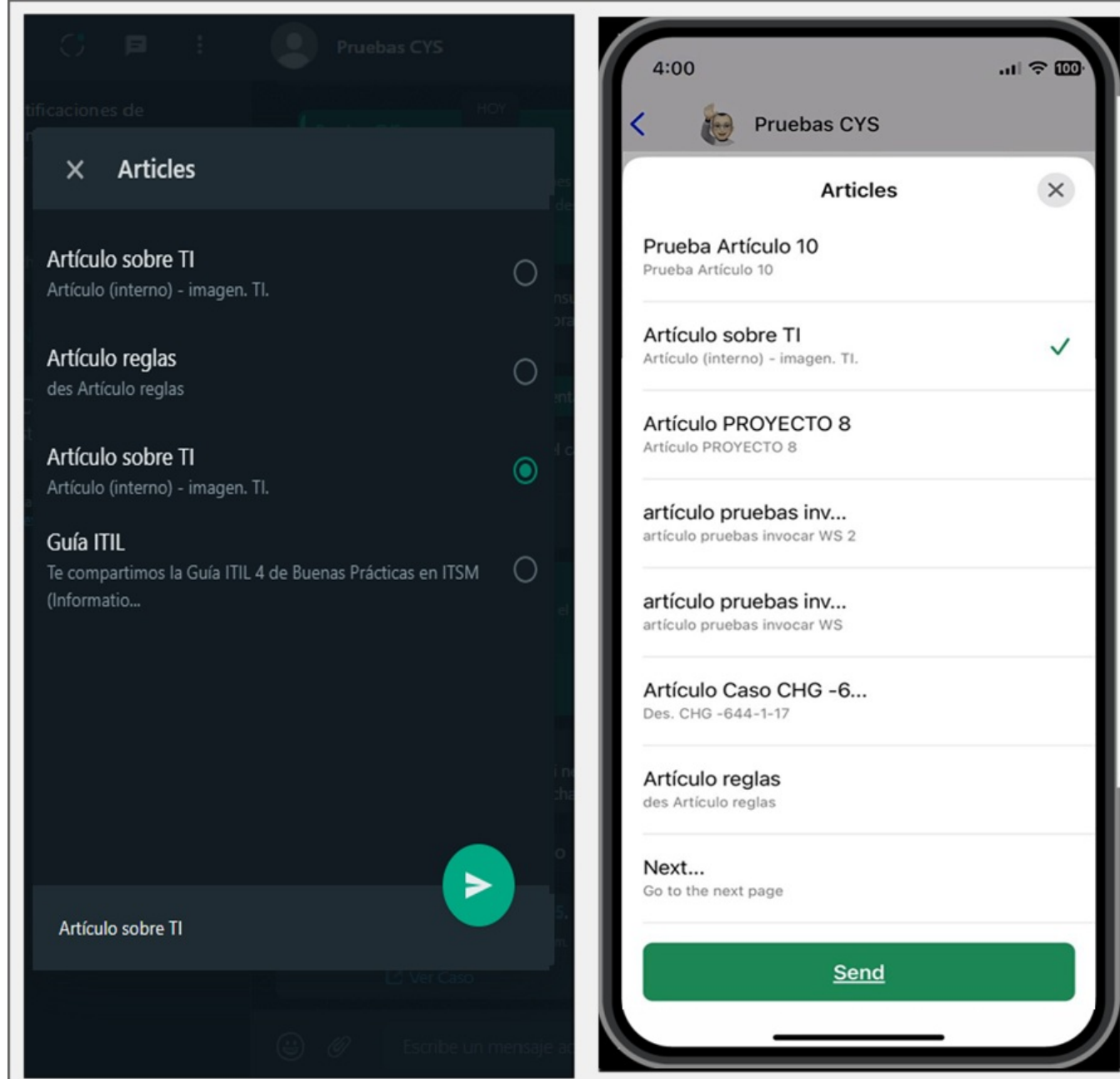
2. The Bot receives the user's response and performs a search of the articles related to the user in session. If the user in session does not have associated articles, the Bot delivers as a response There are no items available at the moment. and the List Items Ends.



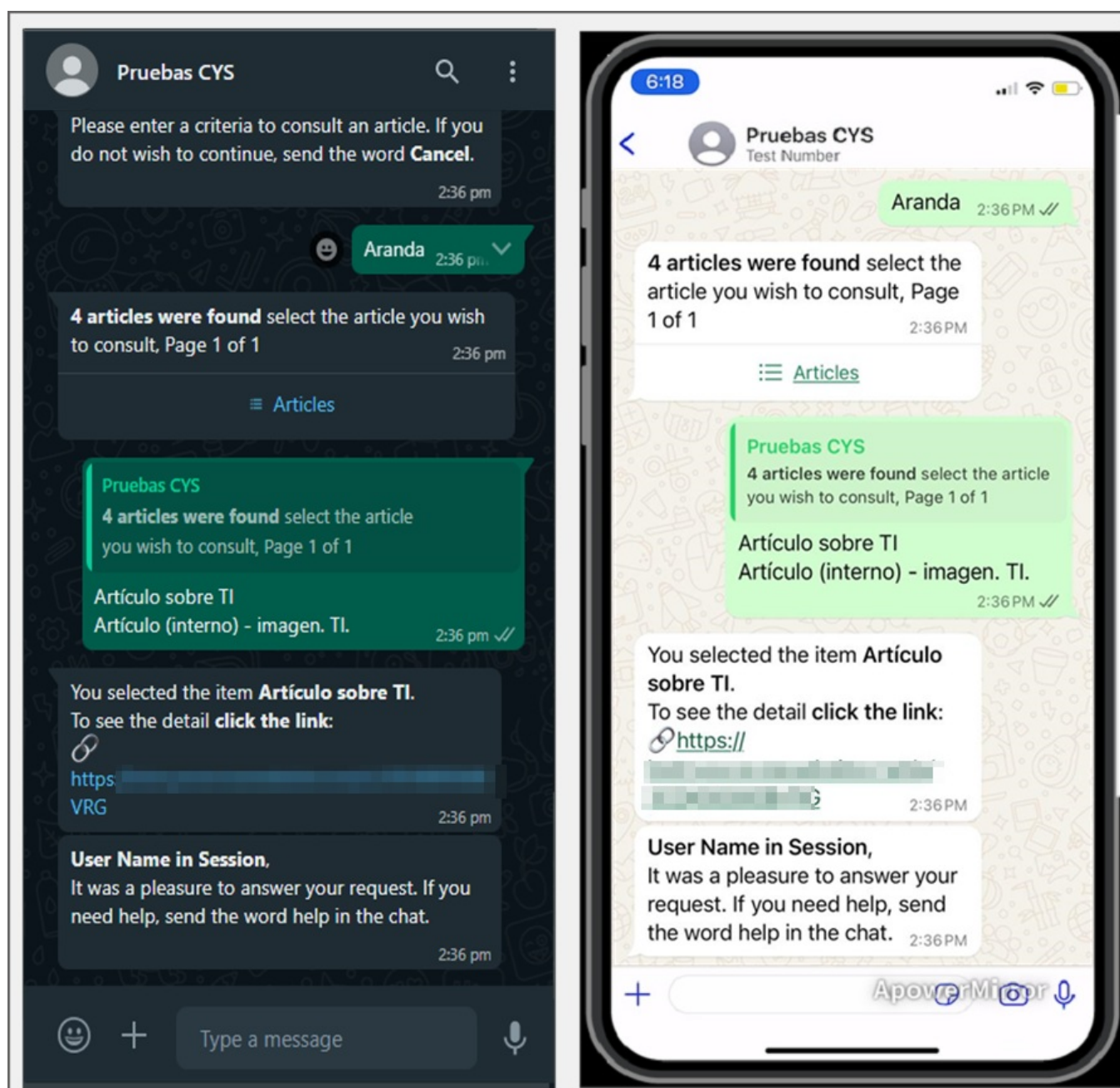
3. If the user in session has one or more associated articles, the Bot provides as a response the number of articles associated with the user (maximum 15 articles); The Articles.



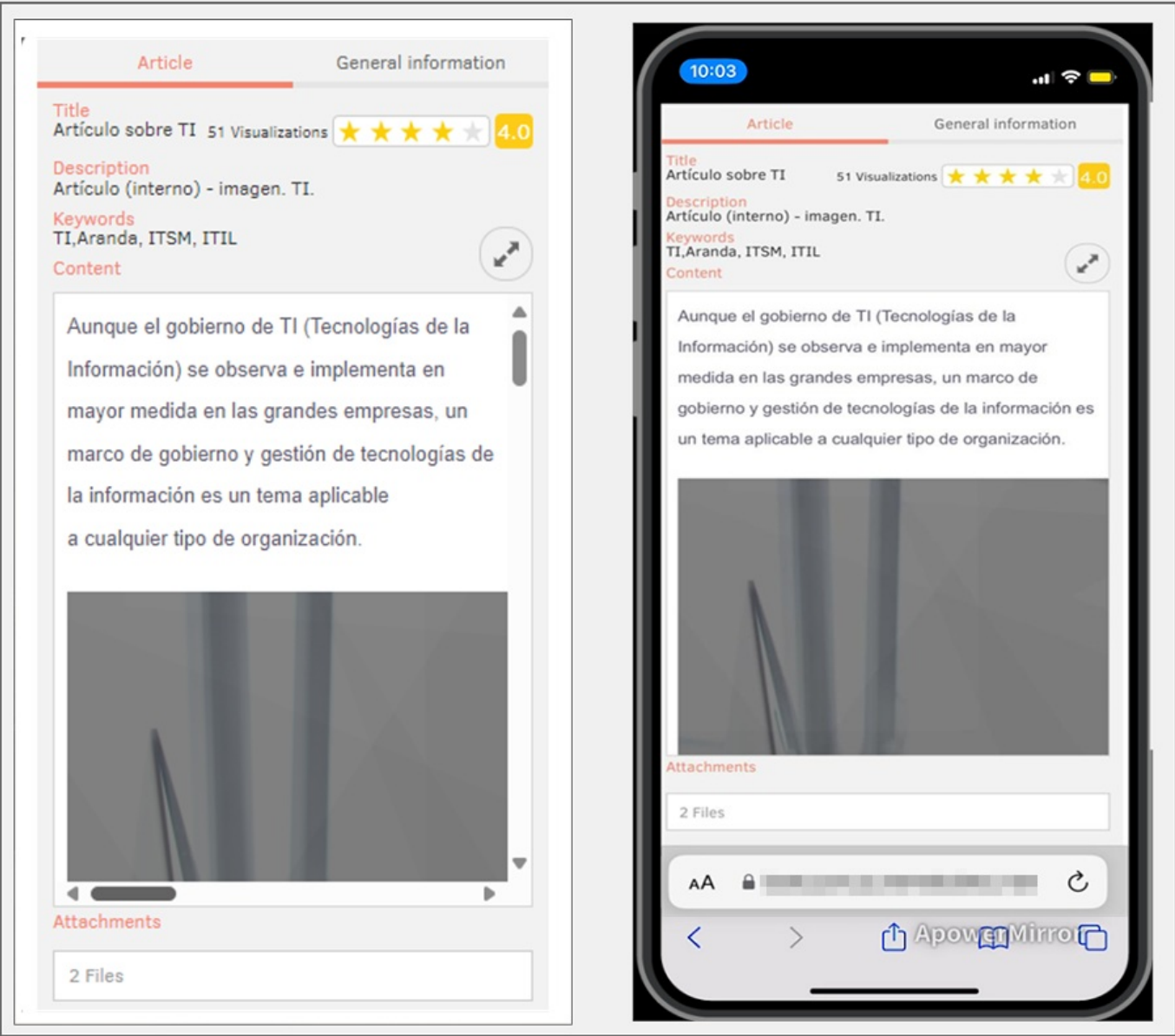
4. When you select the Articles, the list of items is displayed. Select the article you want to view and click Send. If the listing contains more than 10 items, 9 are listed and the option is enabled Following, which will be sent as a response to the chat generating a second list of articles.



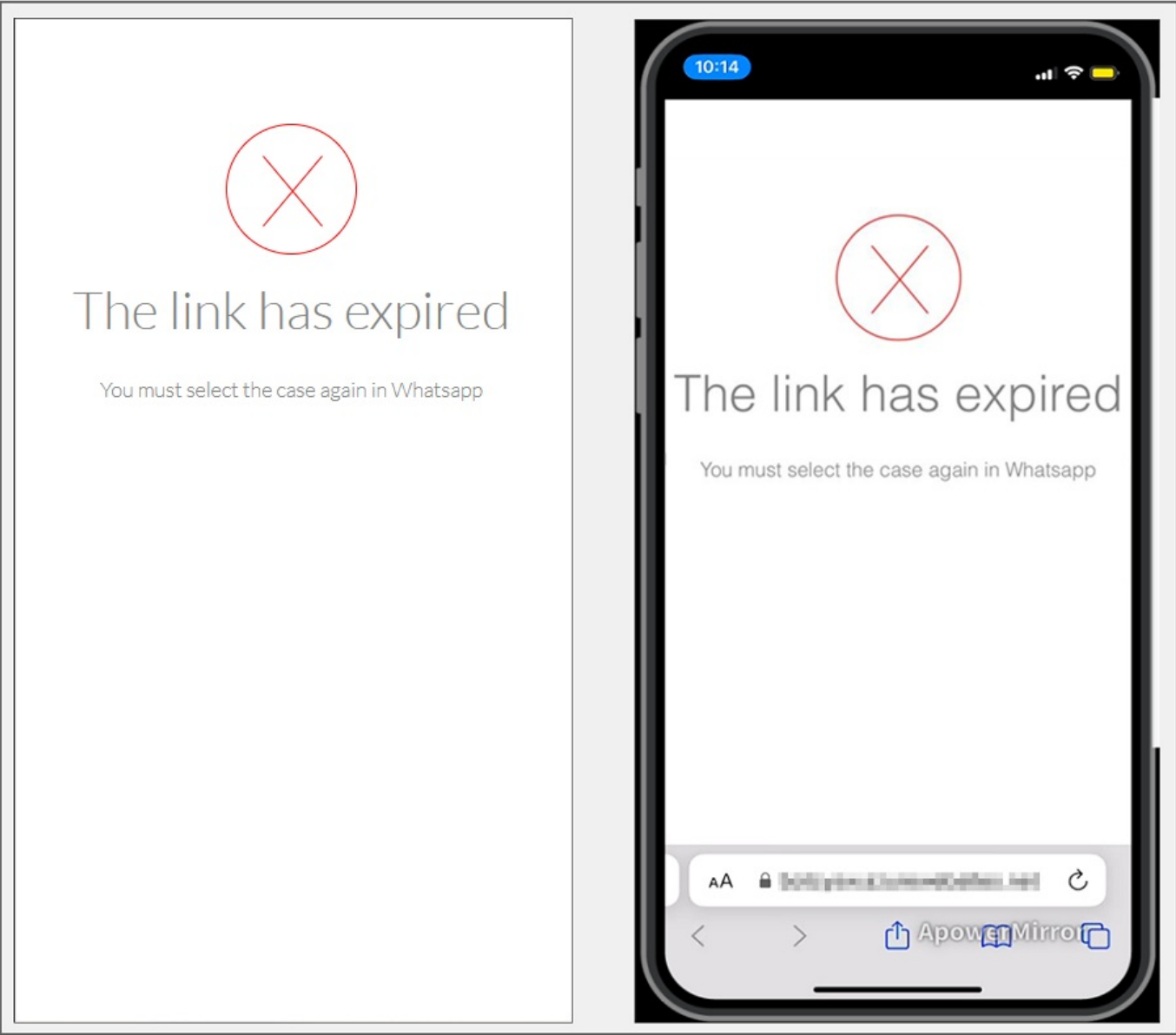
5. The selected article is sent as a reply in the conversation. The Bot responds with a message notifying the selected item and asks to click on the link.



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



7. The generated link is for single use. If you use the link and want to see the same article again, repeat the query and select the item from the listing, to generate a new link. If you try to log in with a created link, the app will notify you with the following alert:

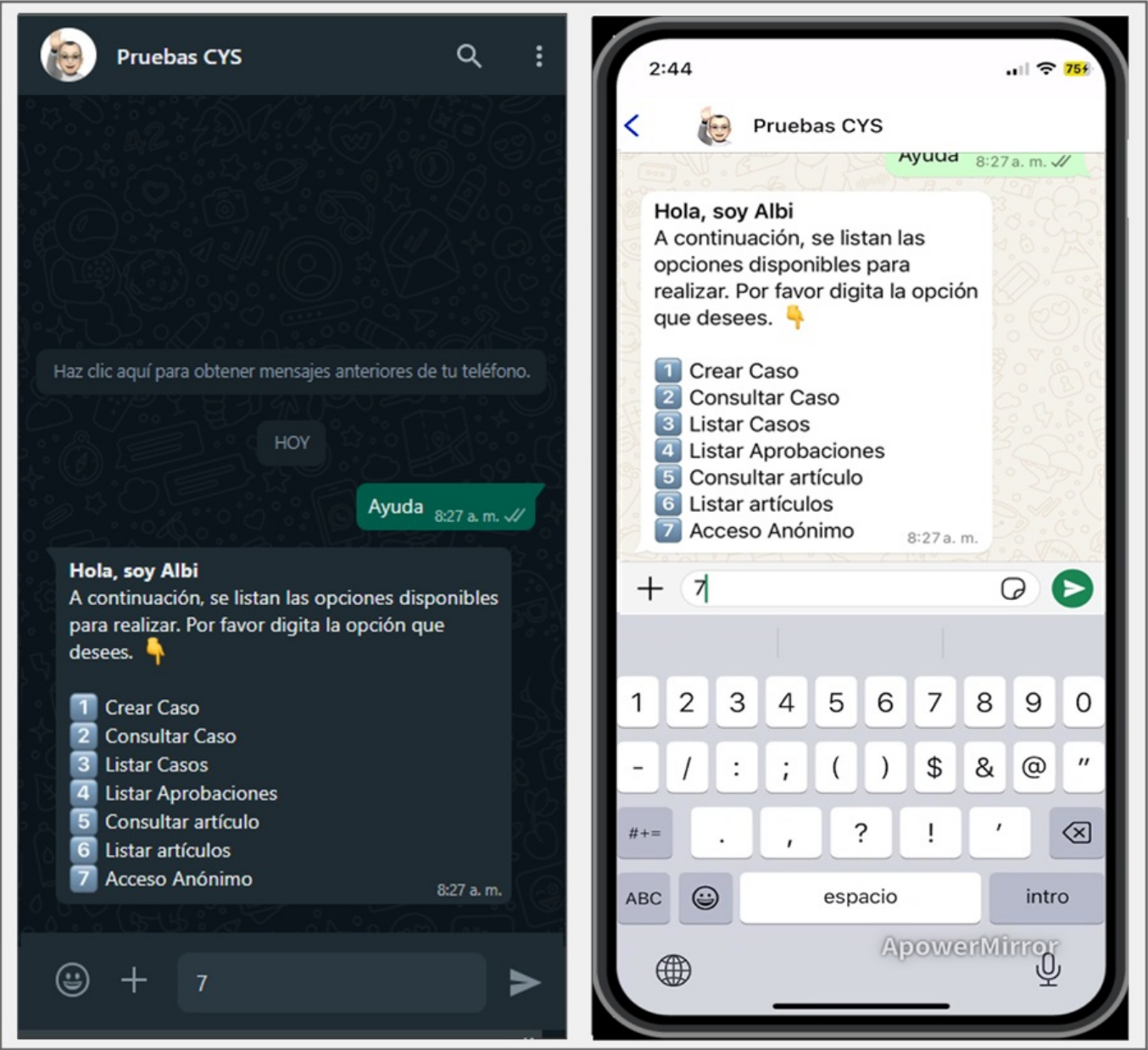


Create an Anonymous Case

To be able to register a case anonymously from the WhatsApp Bot, it is necessary to enable the “Enable anonymous access” option in the web configuration console (BASDK). Both registered and unregistered users will be able to create cases anonymously.

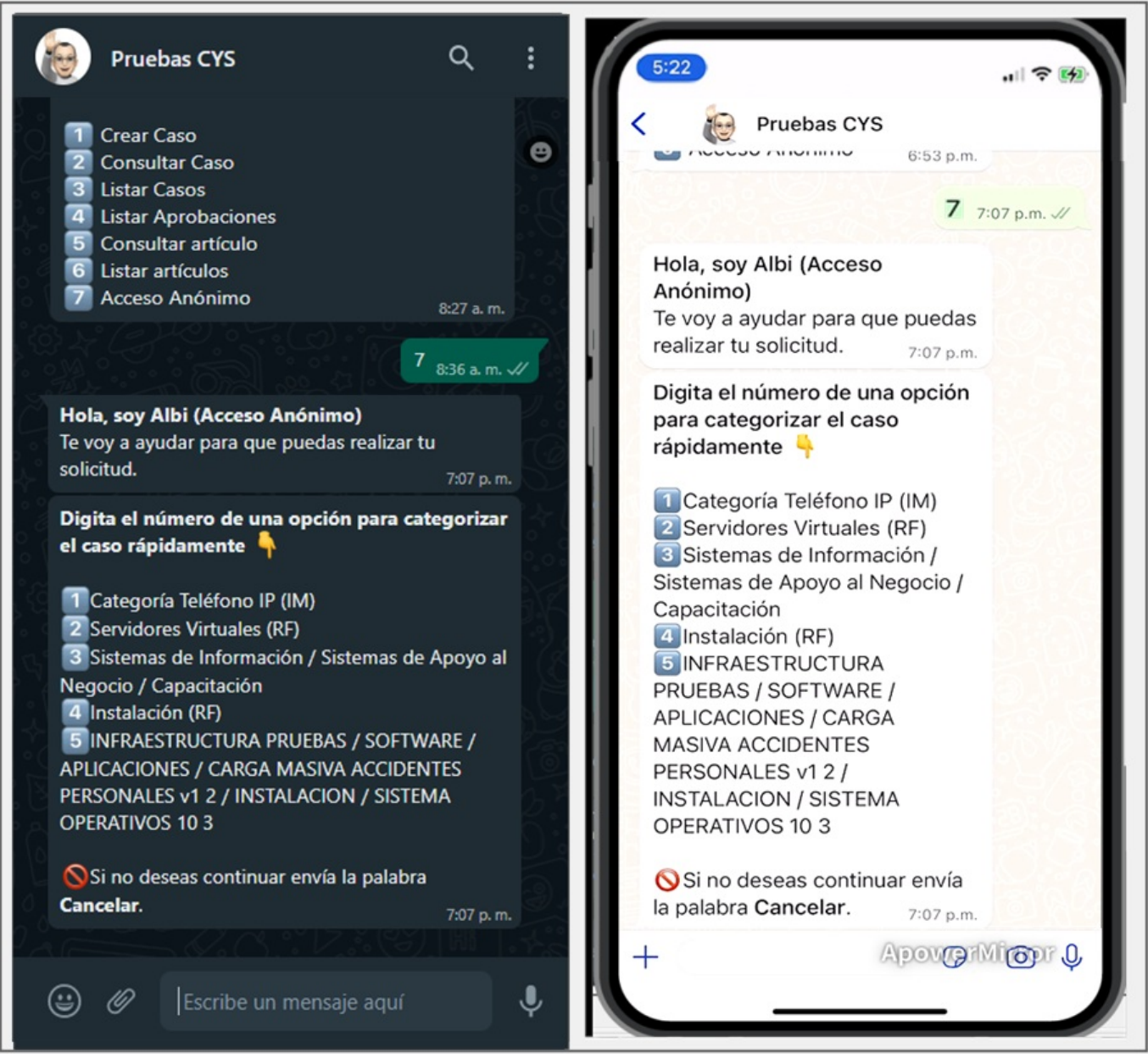
1. To invoke the Bot, start a chat with the contact number via the WhatsApp web or mobile app. Then, type any text; if the number interacting with the Bot is associated with an active user, the Bot will respond with a greeting message and display the available options. Select the option Anonymous Access by writing the number 7 as an answer.

⚠ Note: If the number interacting with the Bot is not associated with an active user, the Bot responds according to the configurations set out in step 2 of this document



2. The Bot receives the user’s response, returns the Bot’s name with the addition of “(Anonymous Access)” and the configured attention message, followed by one of the following options: a) By enabling the “Use category quick links” option in the [Bot Customization](#); the Bot will ask you to type the number of an option.

▮ Note: If the user who is configured as Anonymous is not associated with the configured service(s) for the enabled categories, the Bot will respond with the message I am sorry. At this time you don’t have categories set to continue.

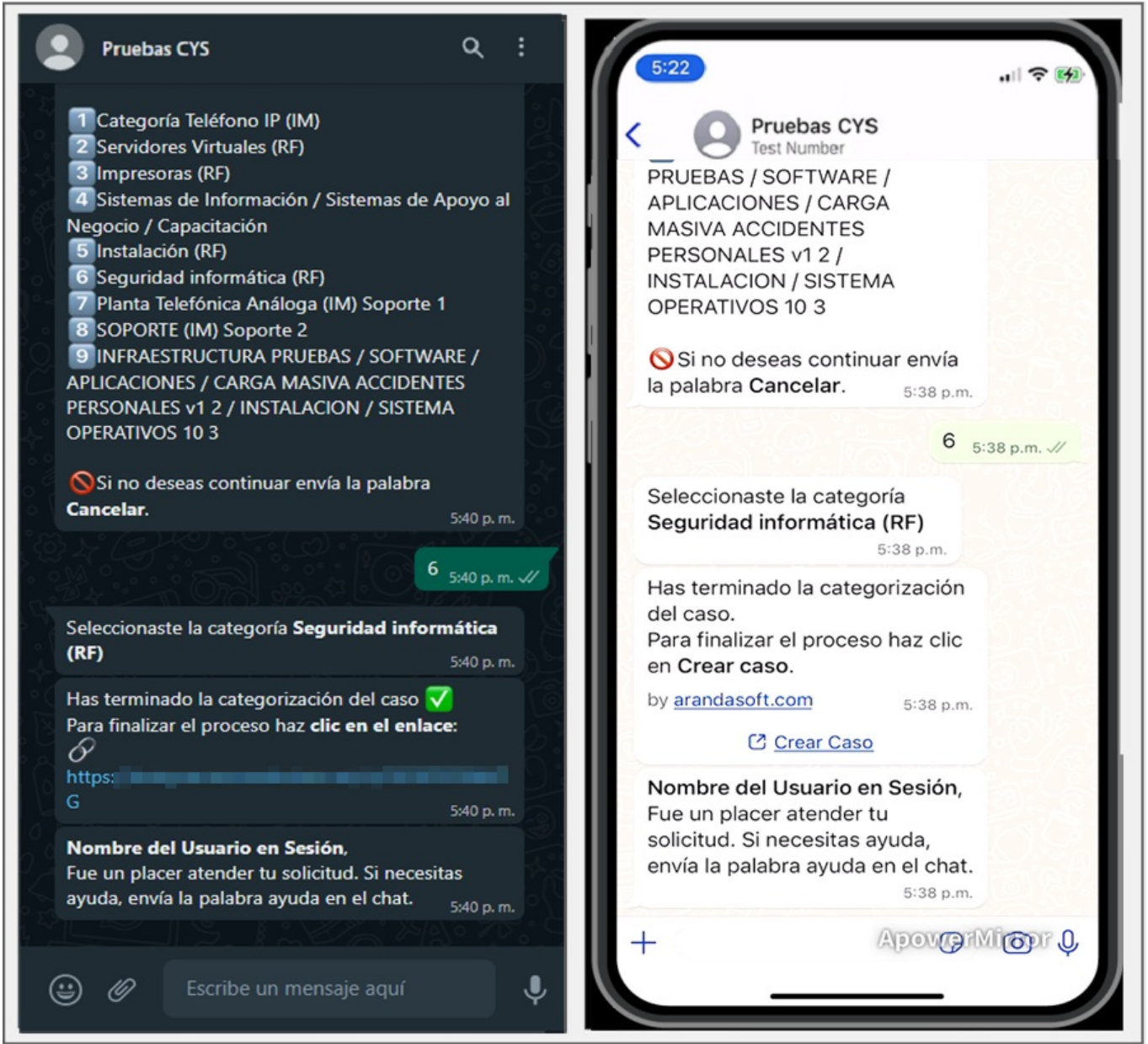


The Bot receives the response sent by the user and returns a message notifying the selected category and informing that the categorization of the case has been completed; Ask to click on the link or button Create Case if you’ve set up a custom template.

▮ Note:

1 If the user interacting with the Bot sends an incorrect value in response, the Bot generates the message You must type the Option Number in order to continue with the creation of the case. If you don't want to continue, text the word Cancel. The list with the categories is generated and the option is requested.

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.

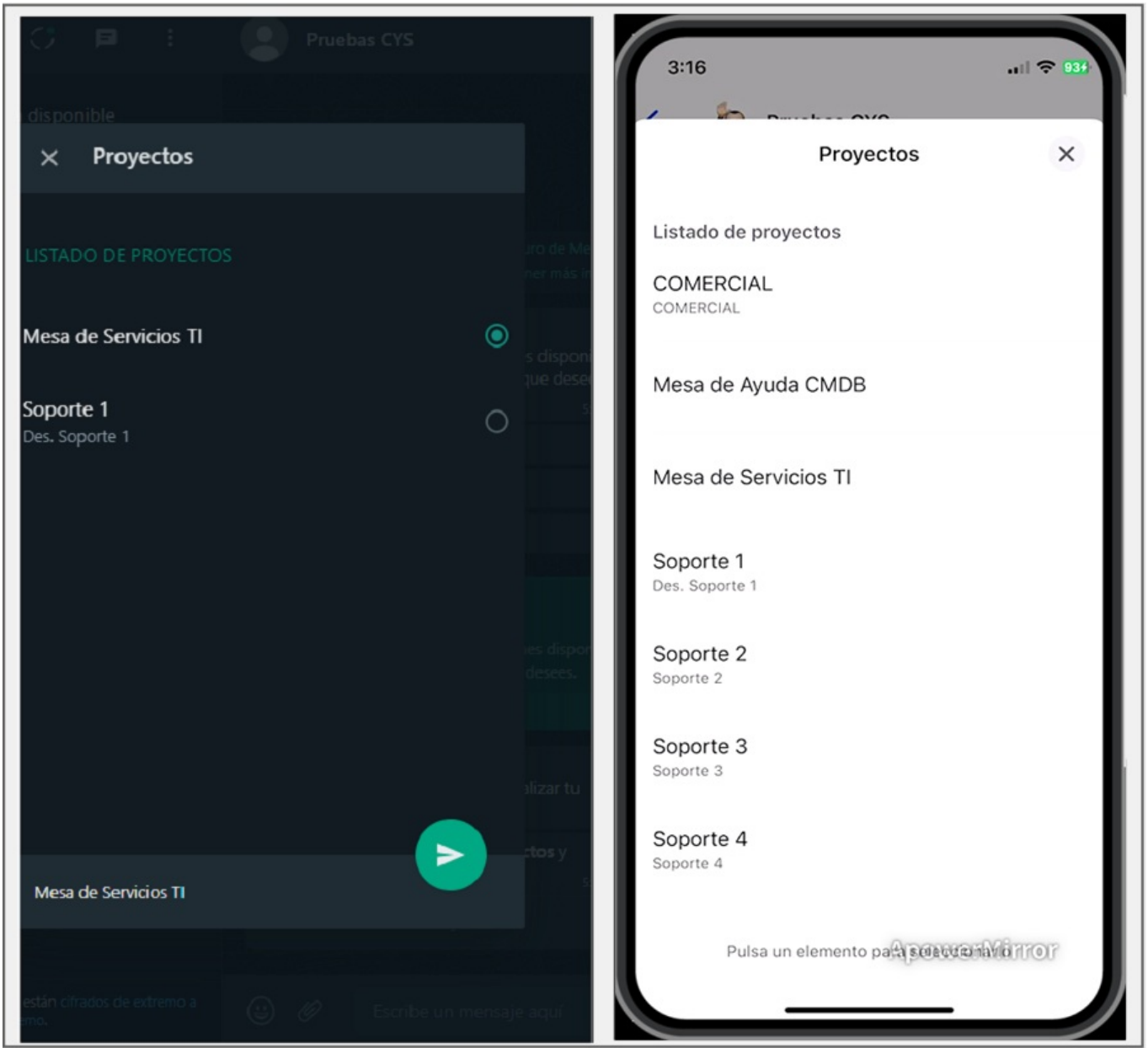


b) If the “Use category quick links” option is not enabled in the [Bot Customization](#); the Bot will prompt you to select a desired Project.

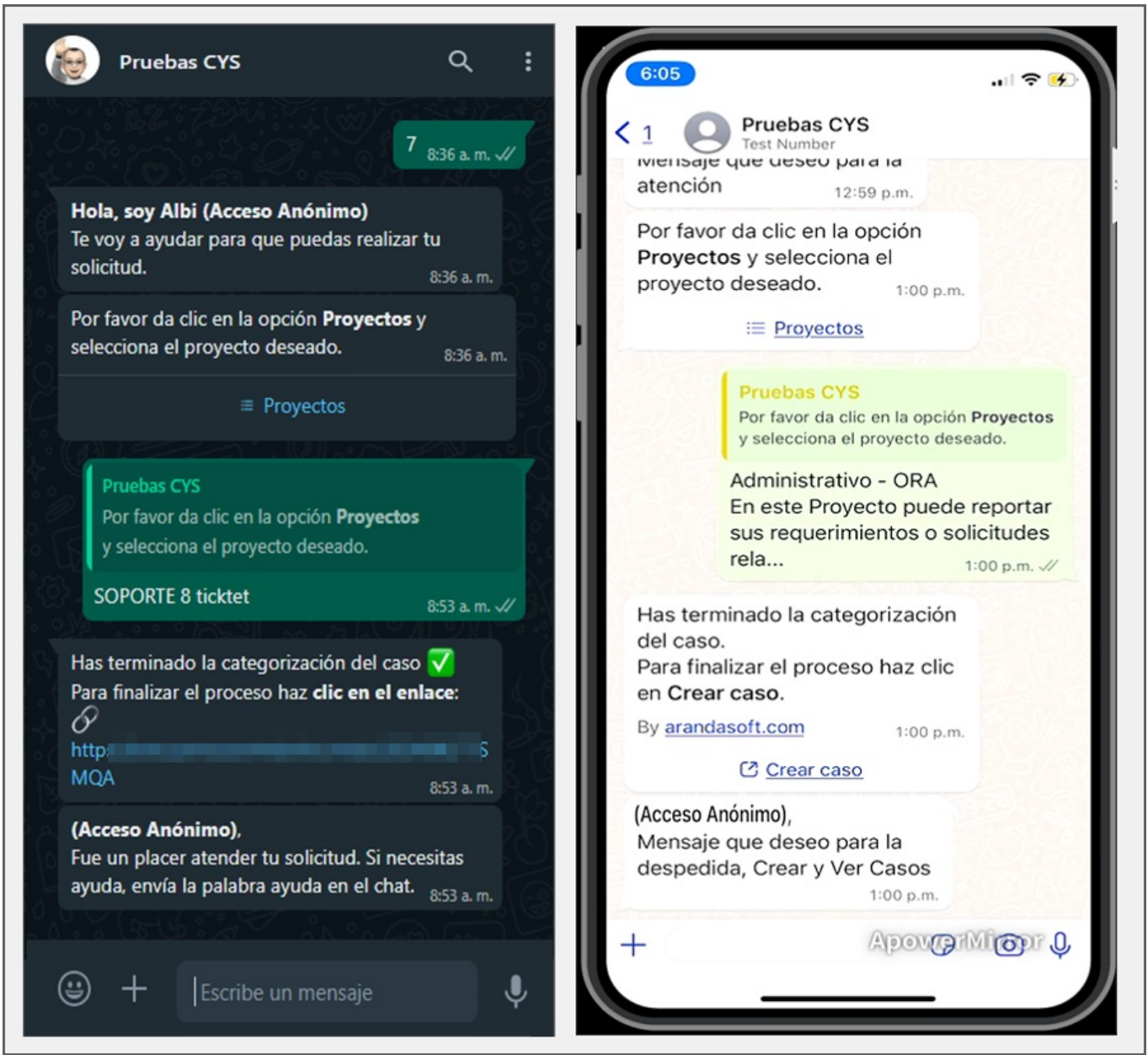


3. When selecting the Projects, you will be able to view the list of projects in which the Anonymous user is associated. If the user who is set to Anonymous is associated with more than 10 projects, 9 are listed and an option is enabled Following which will be sent as a response to the chat and generates 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.

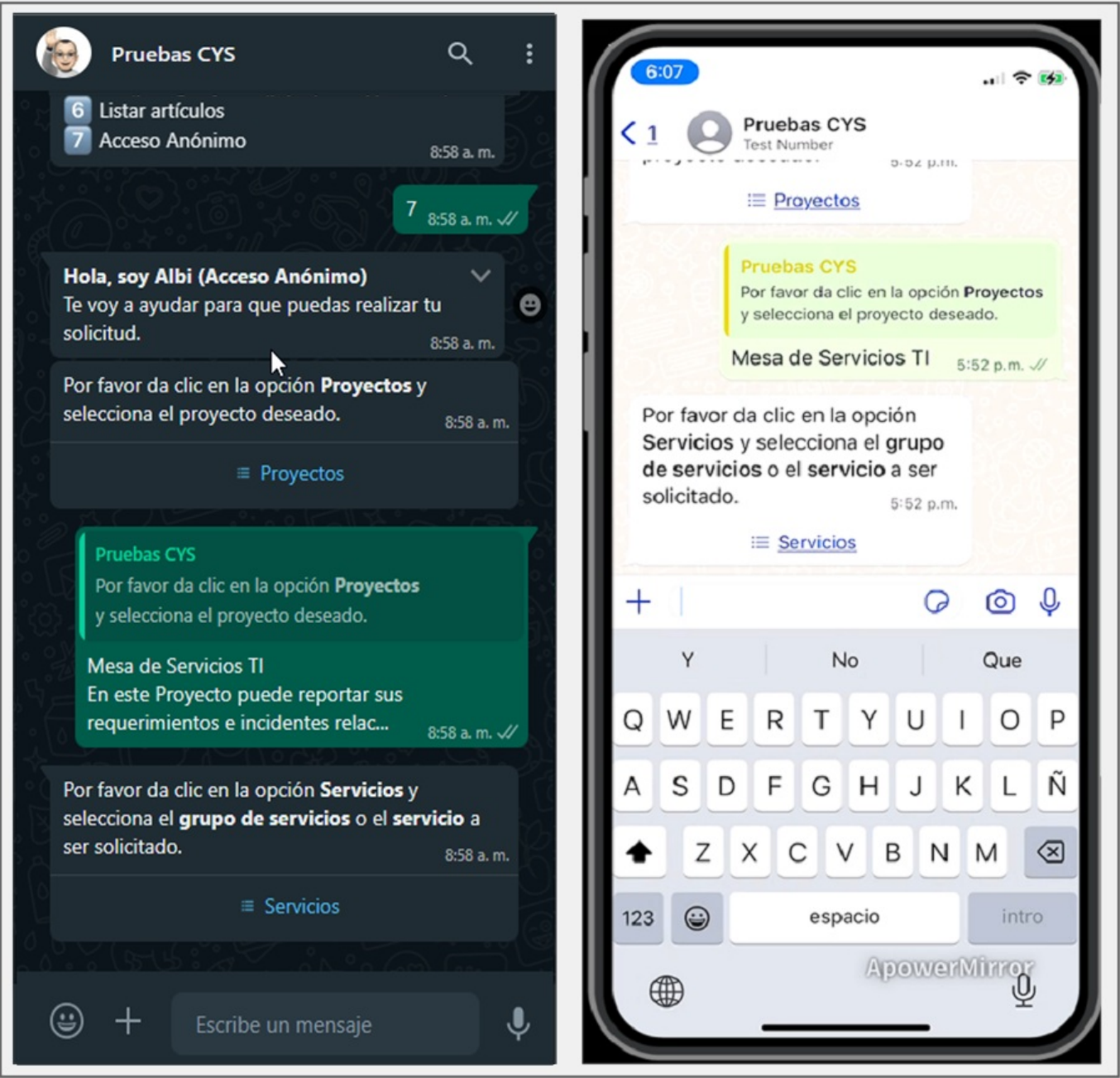


4. The selected project is sent as a reply in the conversation; if the project is enabled only for request creation, the Bot will send the link for case creation or the Create Case if you have the custom template set up.



5. If the selected project allows you to create Requirement, Incident, or Change type cases, the Bot will display a message requesting to select the Service Group (when you have service groupings) or the service.

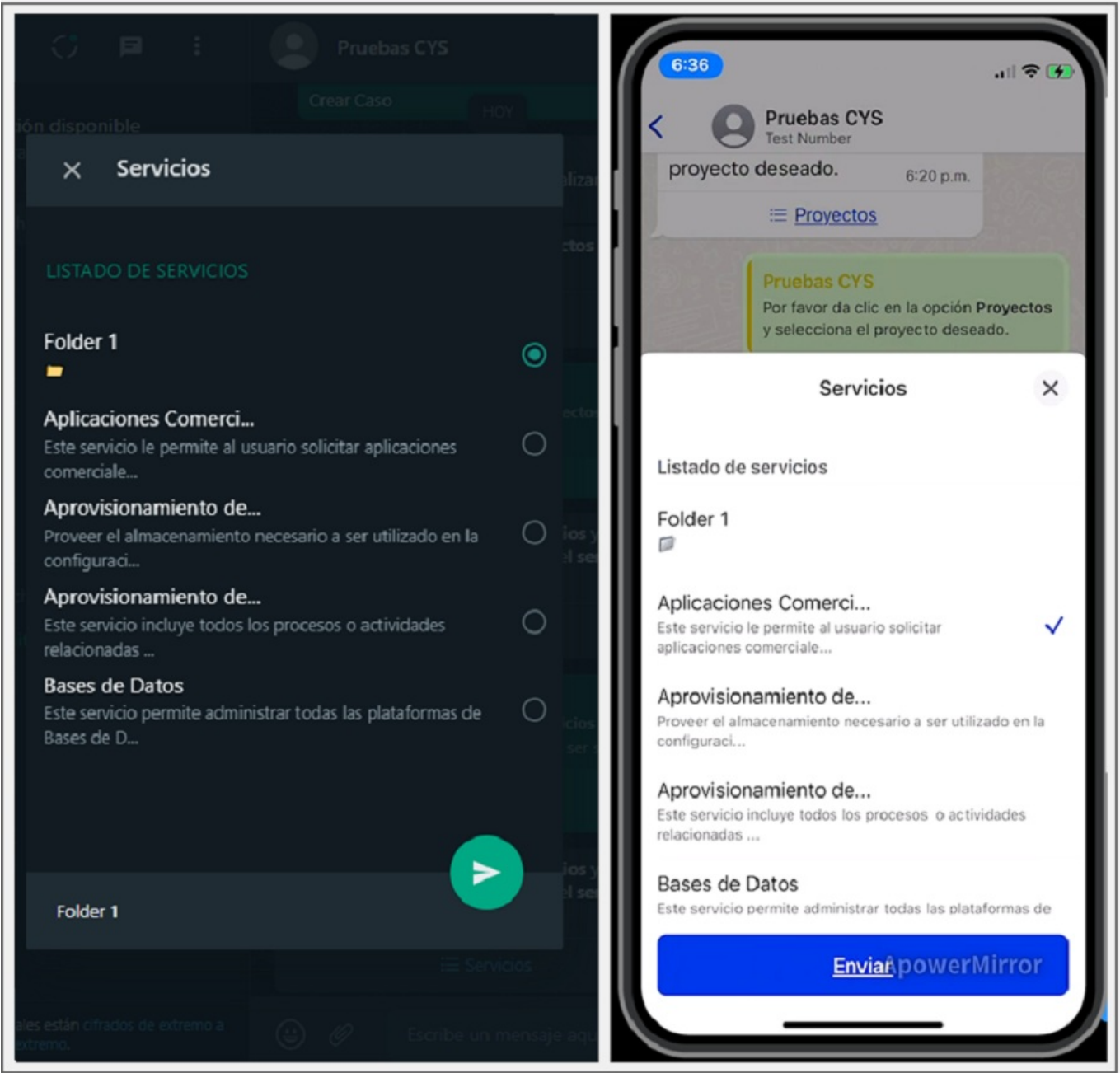
Note: If the user who is set to Anonymous is associated with a single service within a project, when selecting the project, the Bot will automatically select the service.



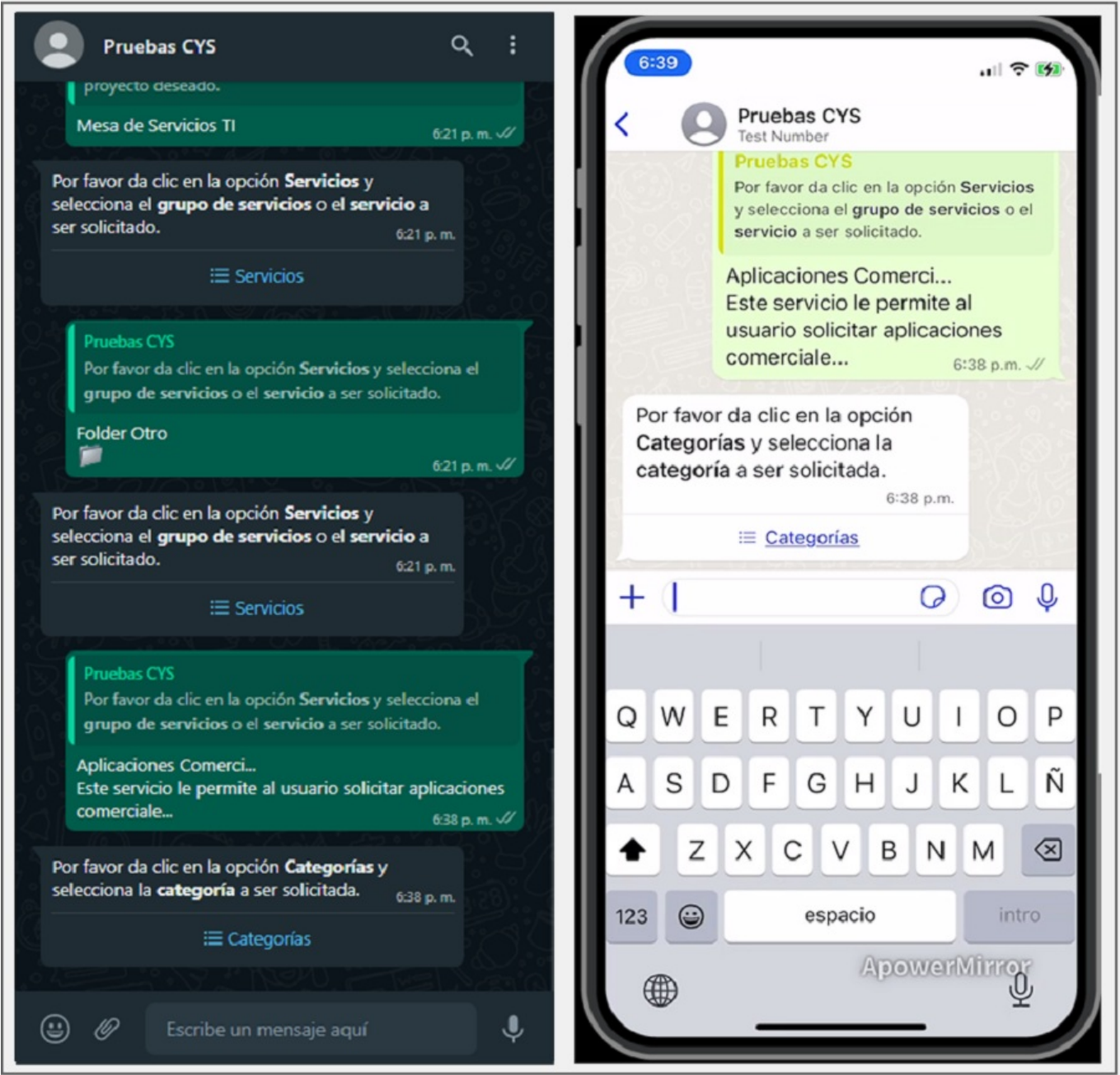
6. If you select the Services, you can view the list of service groups or services in which the user configured as Anonymous is associated. If the Anonymous user is associated with more than 10 services, 9 are listed and an option is enabled with the text Following, which will be sent as a response to 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 again the categorization of the case with Anonymous Access.
- 2 If the selected service is not associated with a category, no list is generated and the Bot does not perform any action because it is considered bad configuration practices.

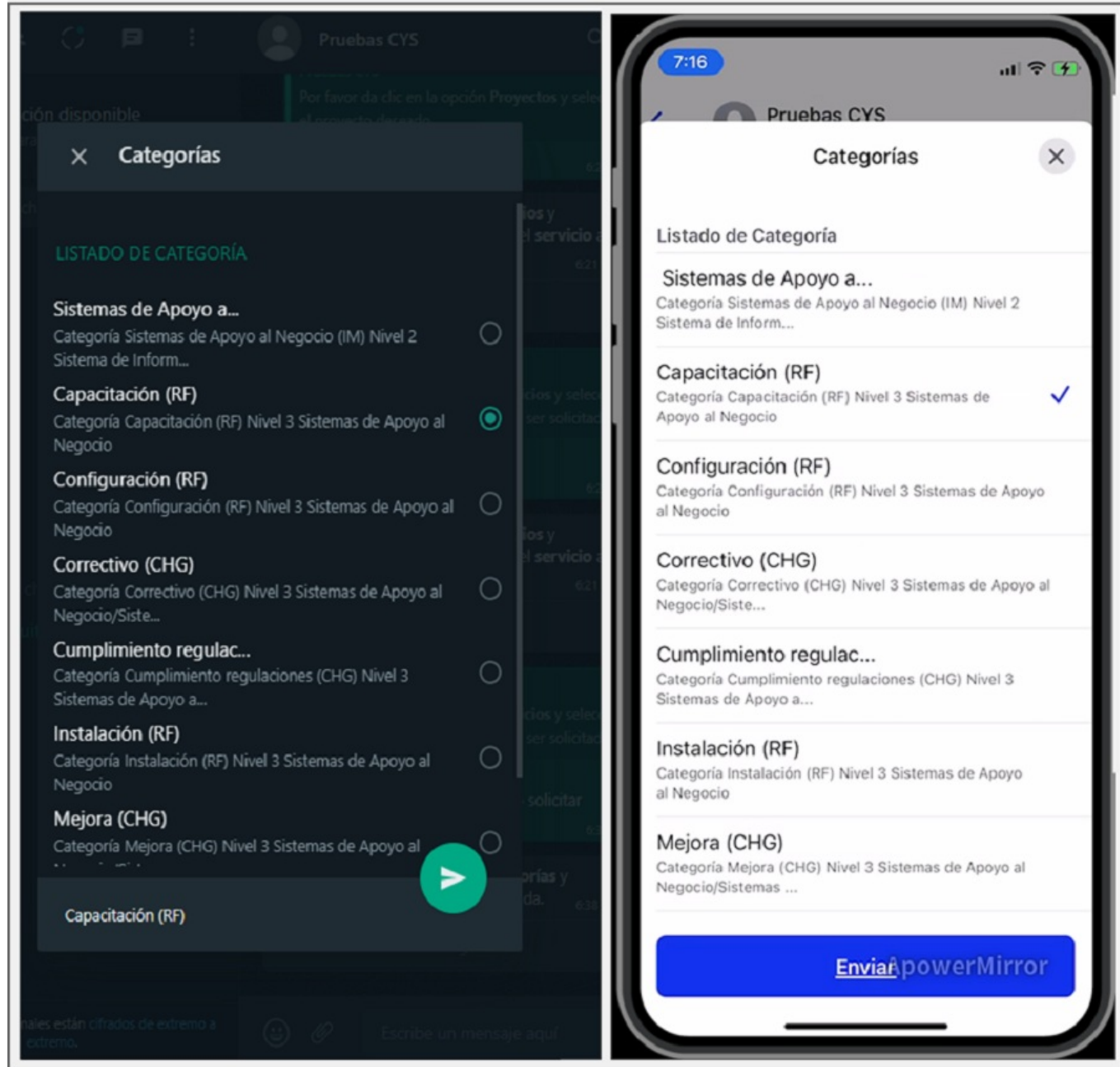


7. The selected service is sent as a reply in the conversation, the Bot returns a message requesting to select the category.



8. When selecting the Categories you will be able to view the list of categories related to the selected service and associated with the user who is configured as Anonymous; 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.

⚠ Note: It is recommended to configure labels and descriptions in the categories, to facilitate identification in the categorization of the case, due to the restrictions on the number of characters that allow the hierarchy to be viewed in a complete way.

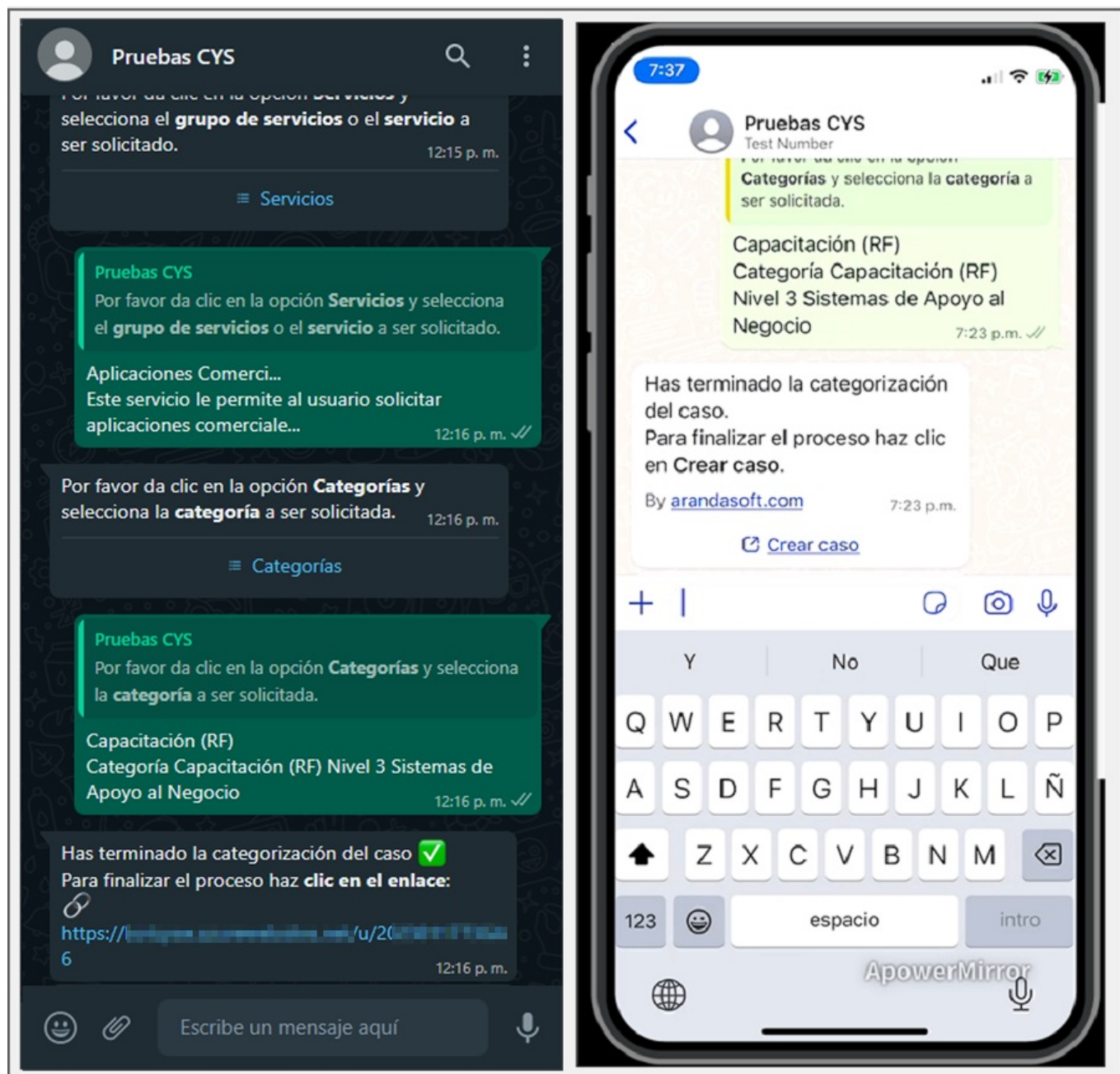


9. The selected category is sent as a reply in the conversation, the Bot will display a message notifying that the categorization of the case is finished and asks to click on the link or button Create Case if you have the custom template set up.

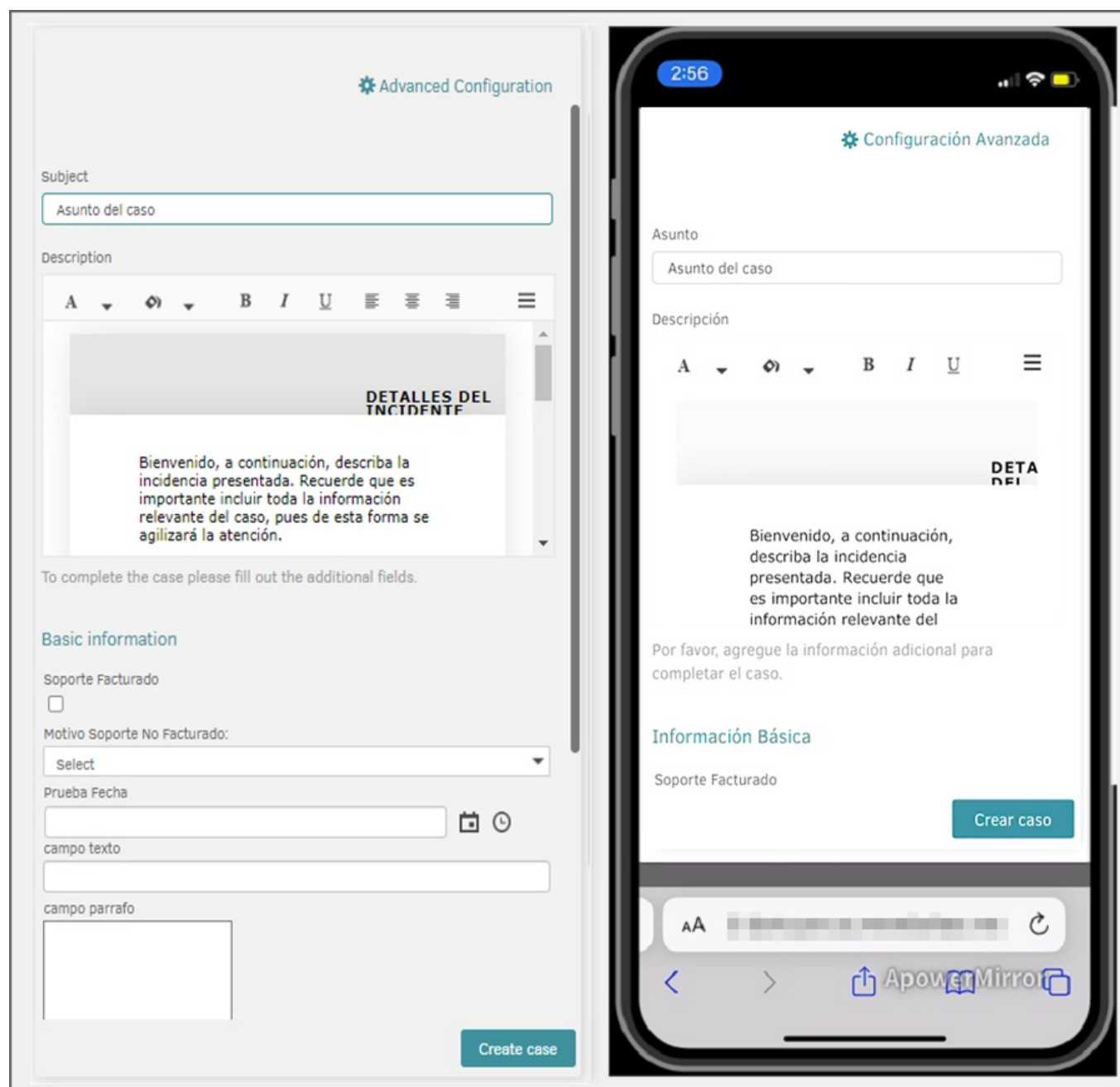
► Note:

1 The confirmation message must match the one configured when creating the custom template - Create Case. [View Template Creation - Create Case](#).

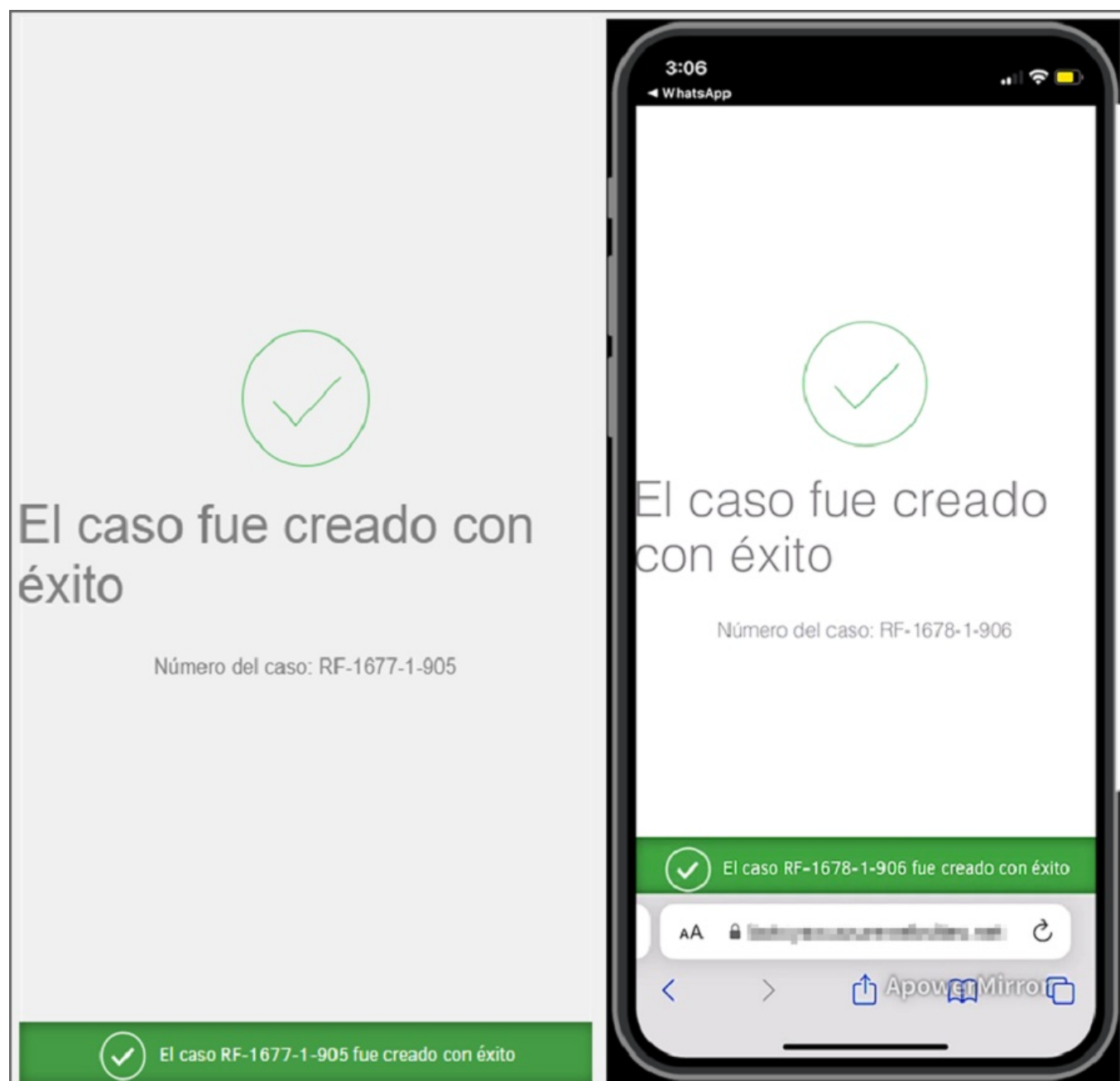
2 If the Bot responds with the message Create unidentified case template, contact the Administrator, validate that the template configuration is in an active state [View Configuration Template Status](#) and/or that the name assigned to the custom template matches the one entered in the [Application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



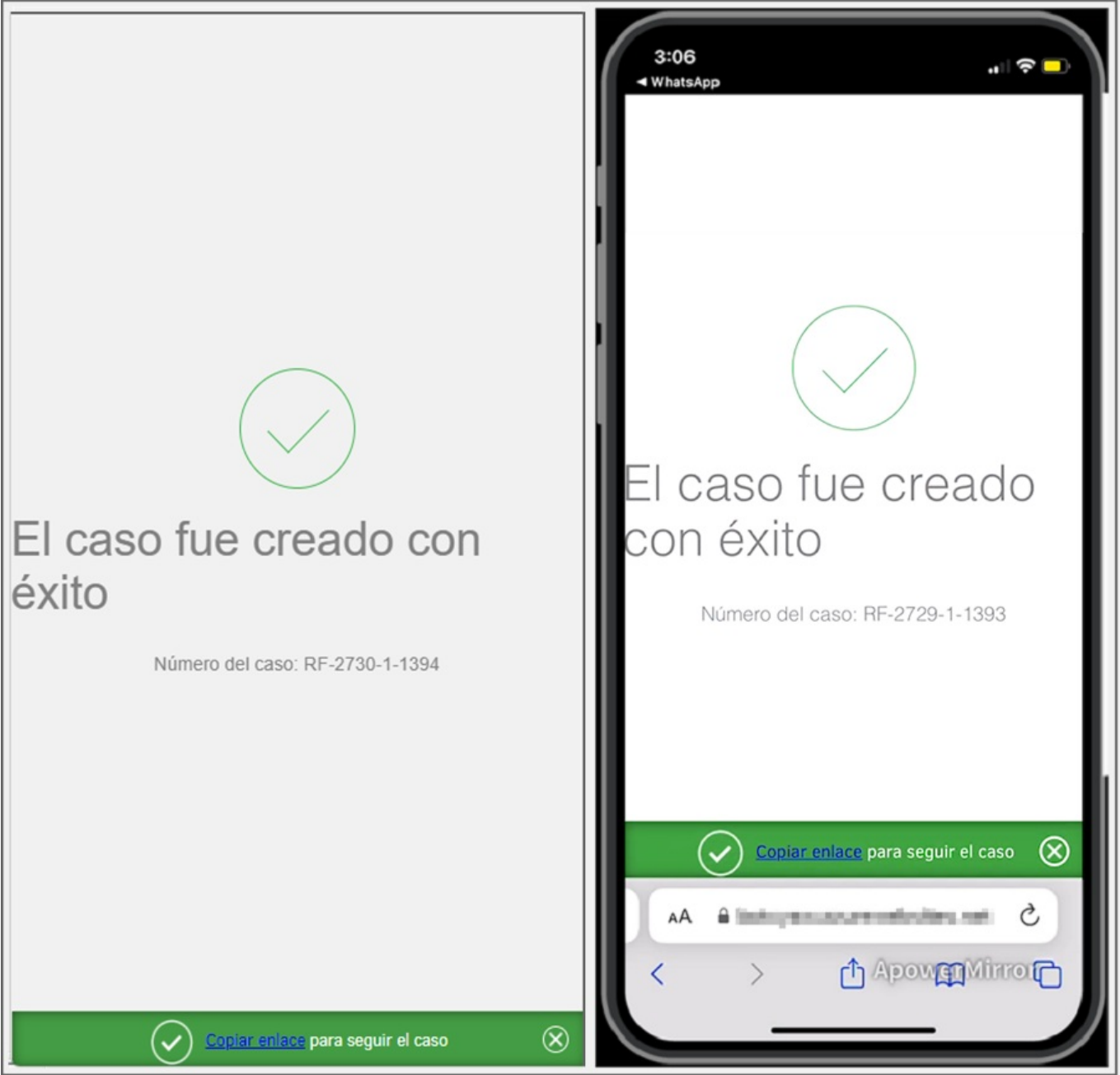
10. Select the option **Create Case** (if you have a custom template) or the generated link, to be redirected to the form that allows you to create the case.



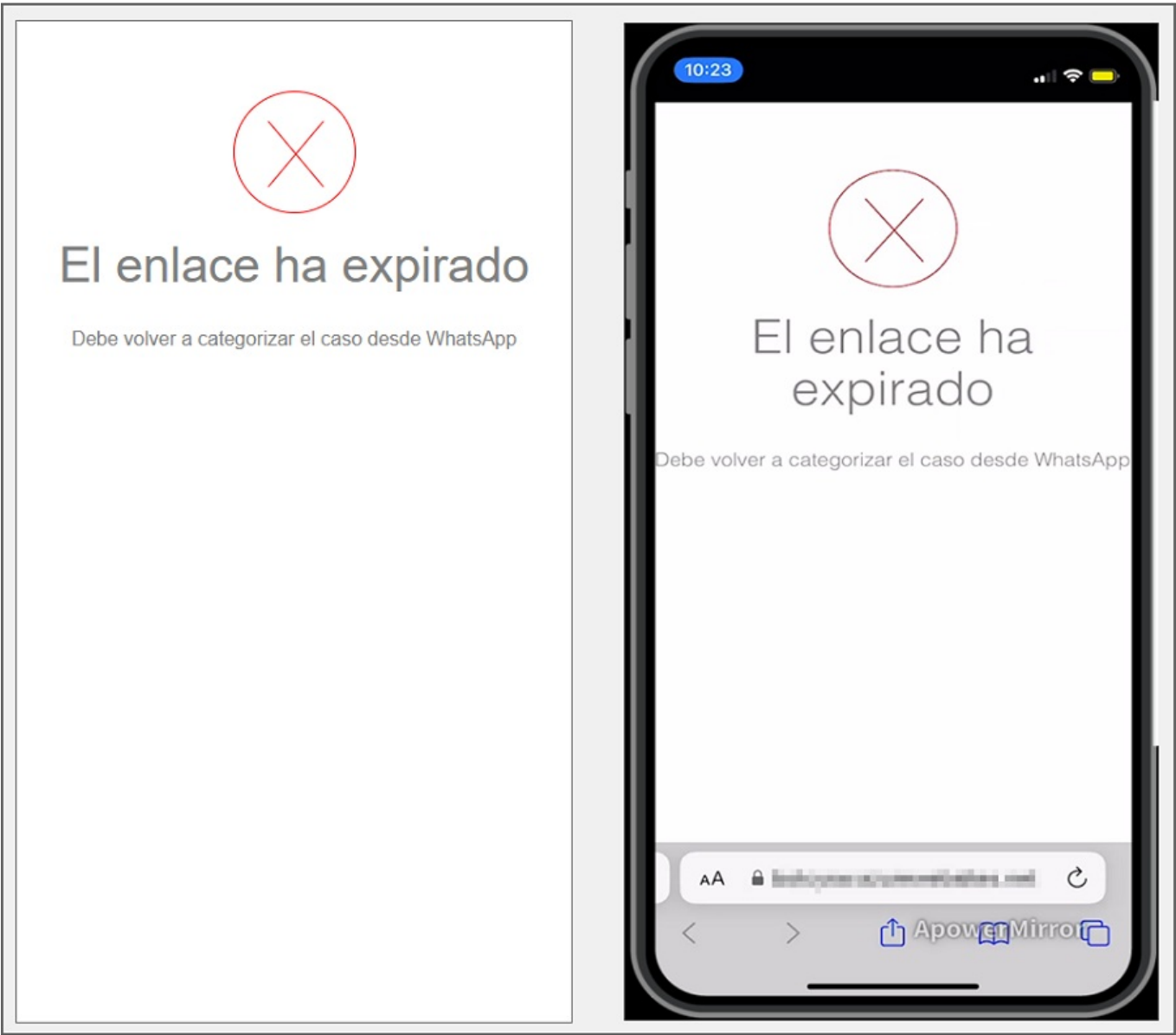
11. Fill out the required information on the case form and click on the Create Case. At the end you will be able to view the filing number of the created case and the respective confirmation message.



When the registered case is related to a confidential service, the confirmation message will display the option Copy link. The user must retain this link if they wish to follow up on the case in the future.



12. The generated link is for single use; To create a new anonymous case, it must be categorized again. If you try to log in with an already used link, the app will notify you through an alert like the following:



Important Considerations

Important Considerations

- The cell phone number of the user who interacts with the Bot must not be assigned to more than one user in the Aranda Service Desk 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 Desk environment.
- The Service Desk 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 Desk environment, it will display a response message “I can’t 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 Desk.
- The user who has the connection assigned and has the “TEAMS CLIENT” permission, uses an Aranda Service Desk license to make requests to the Database through the Bot. The validity period of the license is determined by the settings that have been set in the administrator console (BASDK / Options / Summary / “License Lifecycle” section).
- When the WhatsApp Bot works on the client’s premises, it is the client’s responsibility to ensure the correct configuration of the Aranda Service Desk.
- 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 Desk. When operating on 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 demand for the service desk at Aranda Service Desk.
- 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 Desk environment, the Bot uses a 5-minute request cache in order not to saturate the environment with requests, when changes are made to the data or adjustments is the maximum time that must be waited for them to be reflected in the Bot.