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eServices Manager Plug-in for GAX

Apple Business Chat

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Apple Business Chat

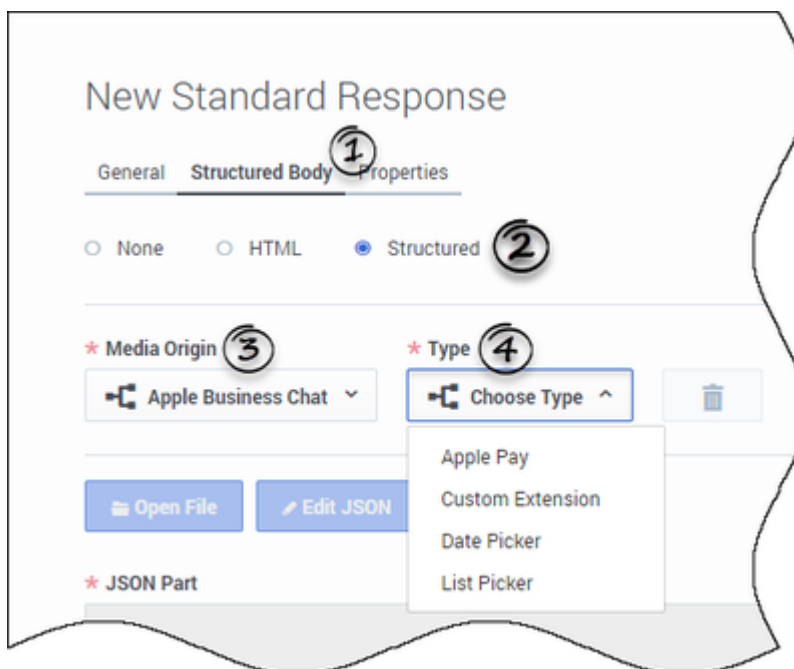
This page explains how to create a **structured message** for Apple Business Chat. It also documents the various types of messages you can send to customers.

Creating a structured message for Apple Business Chat

Important

- See the [Apple Business Chat documentation](#) for more information on using structured messages with Apple Business Chat.
- Any text you enter in the **Plain text part** field in the **General** tab appears as the name of the structured message in the agent desktop and in the chat transcript. If you do not enter text in the **Plain text part** field, the **Name** field of the standard response is used.

1. **Create a standard response.**
2. Go to the **Structured Body** tab (formerly the **HTML** tab).
3. Select **Structured**.



4. In the **Media Origin** menu, select **Apple Business Chat**.
5. In the **Type** menu, select one of the following types:
 - **Apple Pay**—Allow the customer to provide payment information.
 - **Custom Extension**—Use a Custom Interactive Message that provides functionality from a standalone iMessage app or an iOS app. [Click here to view the Apple documentation](#).
 - **List Picker**—Allow the customer to select an option in a list.
 - **Time Picker**—Allow the customer to select a date or time.
 - **Rich Link**—Show an inline preview of a URL that contains an image or video.
6. Optionally, you can directly edit the JSON associated with the media type. Click **Edit JSON** to edit the JSON in the provided field, or click **Open File** to load a JSON file from your local machine.
7. Optionally, [add field codes](#).

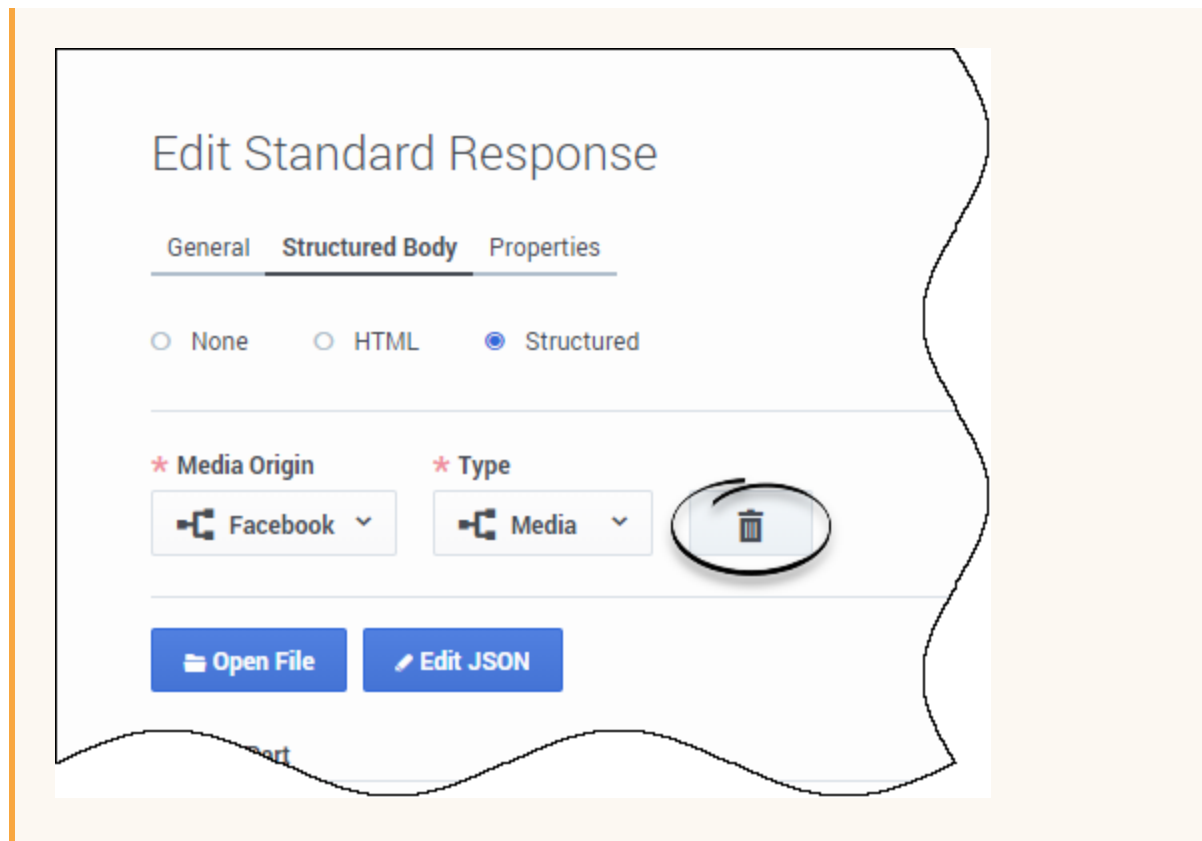
Important

You must not use double-quotation marks (") for field codes that are used in structured messages. Use single quotation marks (') instead.

8. Click **Create**.

Important

If you want to change the **Media Type** after you have saved a structured message, you must first delete the previous origin and type.



Apple Pay

This option allows the customer to provide payment information using **Apple Pay**.

You can configure the following options:

Apple Pay tab

- **Merchant ID**—Enter your Merchant ID (provided by Genesys Hub).
- **Merchant Name**—Enter your Merchant Name (provided by Genesys Hub).
- **Supported Countries**—The list of countries to support, specified by ISO country code.
- **Country Code**—Your company's two-letter ISO 3166 country code.
- **Currency Code**—Your company's three-letter ISO 4217 currency code for the payment.

Line Items tab

Click + to add a line item for which the customer can pay. You can configure the following options:

- **Label**—Enter a description of the line item.
- **Amount**—Enter the amount of money required to purchase the line item.
- **Type**
 - **final**—Select this option if the cost has been finalized and all required information has been gathered from the customer.
 - **pending**—Select this option if the cost has not been finalized and the customer must provide more information (for example, an address to calculate shipping costs).
- **Total Label**—The name of the field that shows the total price (for example, Total Price).
- **Total Amount**—Automatically calculates the total amount of money for all line items.
- **Total Type**
 - **final**—Select this option if the cost has been finalized and all required information has been gathered from the customer. This option is only available if all line item **Type** values are set to **final**.
 - **pending**—Select this option if the cost has not been finalized and the customer must provide more information.

You can click + to add more line items to the list. Or, you can select a line item and click the trashcan icon to remove it from the list.

Important

If you are using a PSP (Payment Service Provider) Connector, do not include shipping costs as a line item. You must only include shipping costs in the **Shipping Methods** tab when using a PSP Connector.

Shipping Methods tab

Click + to add a shipping method. You can configure the following options for each item:

- **Label**—Enter text to describe the shipping method (for example, Standard Shipping).
- **Identifier**—Enter a unique identifier for the shipping method (for example, standard).
- **Shipping Detail**—Enter additional text about the shipping method (for example, Ships in 24 hours).
- **Amount**—Enter the shipping cost.
- **Type**
 - **final**—Select this option if the cost has been finalized and all required information has been gathered from the customer.
 - **pending**—Select this option if the cost has not been finalized and the customer must provide more information (for example, an address to calculate shipping costs).
 - **not applicable**—Select this option if the cost and type are not applicable and must be excluded from the payment.

You can click + to add more shipping methods to the list. Or, you can select a shipping method and click the trashcan icon to remove it from the list.

Other Fields tab

Requested Billing Fields

Select the billing fields that the customer must provide to use Apple Pay. Refer to the [Apple Business Chat documentation](#) for more information.

Requested Shipping Fields

Select the shipping fields that the customer must provide to use Apple Pay. Refer to the [Apple Business Chat documentation](#) for more information.

Merchant Capabilities

Select the payment capabilities that you support for Apple Pay. Refer to the [Apple Business Chat documentation](#) for more information.

Supported Networks

Select the payment networks that you support for Apple Pay. Refer to the [Apple Business Chat documentation](#) for more information.

Received Message tab

These options specify how the message appears to the receiving customer.

- **Title**—Provide a title for the received message.
- **Style**—Select **Icon**, **Small**, or **Large** to specify the size of the image in the received message.
- **Image**—Click **Add Image** to select an image to attach to the received message. Or, if you have previously attached an image, click **Remove** to remove the attached image.

A live preview appears on the right to show you how the message will appear to the customer. You can also click **Render Field Codes** to render **field codes** and associated **variables**, if any, that are in the live preview. Variables are rendered with their default value.

Important

Refer to the [Apple Business Chat documentation](#) for more information on recommended image sizes.

JSON tab

View the JSON associated with this Apple Pay message.

Custom Extension

This option uses a Custom Interactive Message that provides functionality from a standalone iMessage app or an iOS app.

You can configure the following options:

Custom Extension tab

These options refer to values specific to your application. For more information, refer to the [Apple Business Chat documentation](#) on the Apple website.

- **Application Name**—The name of the custom extension.
- **Application ID**—The App Store identifier of the custom extension.
- **Team ID**—Provide your Team ID.
- **Extension ID**—Provide your Extension ID.

Parameters tab

Click **+** to create a parameter (key-value pair) to be passed to your custom extension.

The number and types of parameters you must create are specific to the design and functionality of your custom extension. Therefore, you must consult with the developer of the custom extension to determine which parameters are needed to support the custom extension.

Refer to the [Apple Business Chat documentation](#) for more information.

Received Message tab

These options specify how the message appears to the receiving customer.

- **Title**—Provide a title for the received message.
- **Subtitle**—(Optional) Provide a subtitle for the received message.
- **Secondary Subtitle**—(Optional) Provide a secondary subtitle that is right aligned.
- **Tertiary Subtitle**—(Optional) Provide a tertiary subtitle that is right aligned.
- **Image Title**—The attached image's title, which appears in larger type at the bottom of the image.
- **Image Subtitle**—The attached image's subtitle, which appears in smaller type at the bottom of the image.
- **Image**—Click **Add Image** to select an image to show in the preview. Or, if you have previously attached an image, click **Remove** to remove the attached image.

A live preview appears on the right to show you how the message will appear to the customer. You can also click **Render Field Codes** to render **field codes** and associated **variables**, if any, that are in the live preview. Variables are rendered with their default value.

Important

Refer to the [Apple Business Chat documentation](#) for more information.

JSON tab

View the JSON associated with this custom extension.

Time Picker

Important

Time Picker was known as *Date Picker* in eServices Manager 8.5.3 releases.

This option allows the customer to select a date or time.

You can configure the following options:

Time Picker tab

- **Title**—Provide a title for the Time Picker.
- **Location**—(Optional) Describe a location for the Time Picker event.
- **Latitude**—(Optional) Provide a latitude for the location.
- **Longitude**—(Optional) Provide a longitude for the location.
- **Radius**—(Optional) The location radius, in meters. If the latitude and longitude fields are missing or empty, this field is ignored.

Timeslots tab

Click **+** to add a timeslot for the customer to select.

On the right, specify a **Start Date** for when you want the timeslot to begin. You can click the **Start Date** to specify a date and time.

In the **Duration** section, drag the sliders to specify the duration of the timeslot in hours and/or minutes.

Optionally, you can create additional timeslots by clicking **+**. Or, you can select a timeslot in the list and click the trash icon to delete it.

A live preview appears on the right to show you how the message will appear to the customer. You can also click **Render Field Codes** to render **field codes** and associated **variables**, if any, that are in the live preview. Variables are rendered with their default value.

Received Message tab

These options specify how the message appears to the receiving customer.

- **Title**—Provide a title for the received message.
- **Subtitle**—(Optional) Provide a subtitle for the received message.
- **Style**—Select **Icon**, **Small**, or **Large** to specify the size of the image in the received message.
- **Image**—Click **Add Image** to select an image to attach to the received message. Or, if you have previously attached an image, click **Remove** to remove the attached image.

A live preview appears on the right to show you how the message will appear to the customer. You can also click **Render Field Codes** to render **field codes** and associated **variables**, if any, that are in the live preview. Variables are rendered with their default value.

Important

Refer to the [Apple Business Chat documentation](#) for more information on recommended image sizes.

Reply Message tab

These options specify the appearance of the customer's response after he or she has made a selection.

- **Title**—Provide a title for the reply message.
- **Subtitle**—(Optional) Provide a subtitle for the reply message.
- **Style**—Select **Icon**, **Small**, or **Large** to specify the size of the image in the reply message.
- **Image**—Click **Add Image** to select an image to attach to the reply message. Or, if you have previously attached an image, click **Remove** to remove the attached image.

A live preview appears on the right to show you how the message will appear to the customer. You can also click **Render Field Codes** to render **field codes** and associated **variables**, if any, that are in the live preview. Variables are rendered with their default value.

Important

Refer to the [Apple Business Chat documentation](#) for more information on recommended image sizes.

JSON tab

View the JSON associated with this Time Picker.

Important

The **Title** and **Duration** fields are only presented to customers when they add the event to their calendar.

List Picker

[Link to video](#)

This option allows the customer to select one or more items from a list.

Important

If you are using images with the List Picker, consult the [Apple Business Chat documentation](#) for more information on recommended image sizes.

You can configure the following options:

List Picker tab

A List Picker consists of sections and items. Sections can have one or more items for the customer to select.

For example, a pizzeria might use a List Picker to offer various pizzas for the customer to select. This list might consist of the following:

- Meat pizzas
 - Pepperoni
- Cheese pizzas
 - Mozzarella
- Vegetarian pizzas

In eServices Manager, this list is represented as the following:



Your first step is to create a section. Click **+** to add a section. On the right, specify a **Title** for the section.

You can click **+** to add more sections to the list.

Next, you can create items within a section. First, ensure you have selected the section in which you want to create an item. Next, click  to create the item.

On the right, specify a **Title** for the list item. Optionally, add a **Subtitle** that further describes the list item.

In the **Image** section, click **Add Image** to upload an image to display with this list item. If you have already uploaded an image, you can click **Remove** to remove the image from this list item.

Once you have multiple sections or items in the list, you can select a section or item and click the arrows to rearrange their order.

To remove a section or item, select it and click the trashcan icon.

Important

If **Multiple Selection** is checked, the customer can choose more than one item.

A live preview appears on the right to show you how the message will appear to the customer. You can also click **Render Field Codes** to render **field codes** and associated **variables**, if any, that are in the live preview. Variables are rendered with their default value.

Received Message tab

These options specify how the message appears to the receiving customer.

- **Title**—Provide a title for the received message.
- **Subtitle**—(Optional) Provide a subtitle for the received message.
- **Style**—Select **Icon**, **Small**, or **Large** to specify the size of the image in the received message.
- **Image**—Click **Add Image** to select an image to attach to the received message. Or, if you have previously attached an image, click **Remove** to remove the attached image.

A live preview appears on the right to show you how the message will appear to the customer. You can also click **Render Field Codes** to render **field codes** and associated **variables**, if any, that are in the live preview. Variables are rendered with their default value.

Important

Refer to the [Apple Business Chat documentation](#) for more information on recommended image sizes.

Reply Message tab

These options specify the appearance of the customer's response after he or she has made a selection.

- **Title**—Provide a title for the reply message.
- **Subtitle**—(Optional) Provide a subtitle for the reply message.
- **Style**—Select **Icon**, **Small**, or **Large** to specify the size of the image in the reply message.
- **Image**—Click **Add Image** to select an image to attach to the reply message. Or, if you have previously attached an image, click **Remove** to remove the attached image.

A live preview appears on the right to show you how the message will appear to the customer. You can also click **Render Field Codes** to render **field codes** and associated **variables**, if any, that are in the live preview. Variables are rendered with their default value.

Important

Refer to the [Apple Business Chat documentation](#) for more information on recommended image sizes.

JSON tab

View the JSON associated with this List Picker.

Rich Link

Important

Refer to the [Apple Business Chat documentation](#) for more information on Rich Links.

A Rich Link shows a preview of a URL that contains an inline image or video. Unlike normal URLs, customers can view the media immediately without having to click a "Tap to Load Preview" message.

You can configure the following options:

Rich Link tab

- **Title**—Specify a title for the Rich Link that will appear in the chat.
- **URL**—Specify the target URL for the Rich Link.
- **Type**—Select one of the following:
 - **image**—Click **Add Image** to select an image to show in the preview. Or, if you have previously attached an image, click **Remove** to remove the attached image.
 - **video**—Specify the URL where the video is hosted.
If you selected **video**, you can still add an image by selecting **Add Image**. Click **Add Image** to select an image to show in the preview. Or, if you have previously attached an image, click **Remove** to remove the attached image.

A live preview appears on the right to show you how the message will appear to the customer. You can also click **Render Field Codes** to render **field codes** and associated **variables**, if any, that are in the live preview. Variables are rendered with their default value.

JSON tab

View the JSON associated with this Rich Link.