

Send an Instant Message with interactive buttons

This API route allows you to send a new message to targets. This new message won't be visible on the Accengage interface but will be linked to an existing one (the "parent" message).

Operations

POST	/sendInstantMessage.php
Parameter	Model
body	<p>1) Sending on only one application (one partner)</p> <div data-bbox="350 537 1424 1056"><p>Data (send on 1 application)</p><pre>{ sendInstantMessage: { user: User partner: Partner parentMessageId: String, mandatory if `parentMessageExternalId` is not set parentMessageExternalId: String, mandatory if `parentMessageId` is not set message: Message targets: [Target] } }</pre></div> <p>2) Sending on multi applications (several partners)</p> <div data-bbox="350 1121 1424 1482"><p>Data (send on multi applications)</p><pre>{ sendInstantMessage: { user: User messages: Messages targets: [Target] } }</pre></div> <div data-bbox="350 1505 1424 1898"><p>Messages</p><pre>{ partner: Partner parentMessageId: String, mandatory if `parentMessageExternalId` is not set parentMessageExternalId: String, mandatory if `parentMessageId` is not set message: Message }</pre></div>

Message

```
{
  subject: String, optional
  text: String, optional
  customizedTitle: String, optional (1)
  longText: String, optional (1)
  bigPicture: String, optional (1)(3)
  icon: String, optional (1)(3)
  sound: String in ["None", "default", "custom"], optional
  language: String, optional
  soundName: String, optional
  badge: String, optional (2) (Only for Apple applications: To increment
the badge, put a '+' before the
value of the badge)
  actionButtonLabel: String, optional
  richPushUrl: String, optional
  richPushOpening: String, optional
  popup: Boolean or Popup, optional (1)
  collapseKey: String, optional
  contentAvailable: boolean, default false, only for iOS
  customParams: [CustomParam], optional
  data: Content, optional
  interactiveButtons: InteractiveButtons, optional
  aps: Aps, optional (5)
}
```

Popup

```
{
  okButtonLabel: String, optional
  cancelButtonLabel: String, optional
}
```

Target

```
{
  [criterion]: String or Criterion, optional, "=" will be used if String
  segmentId: String (4)
  staticListId: String(4)
  staticListExternalId (4)
  data: Content, optional
  aps: Aps, optional (5)
}
```

Criterion

```
{
  Operator: String in ["=", "!=", "<", "<=", ">", ">="]
  Value: String
}
```

Content

```
{
  [template_name]: String, defined in the message text as
  ${template_name}
  value: String
}
```

Aps

```
{
  alert: String or Dictionary (5)
  sound: String, optional
  badge: Integer, optional
}
```

InteractiveButtons

```
{
  template: String, mandatory for iOS, optional for Android
  buttons: [Button], optional
}
```

The value of the template can be found in the category on the interface or [here](#) for the Accengage's templates.

Buttons

```
{
  id: String, index of the button in the template
  action: String, optional
  url: String, optional
  title: String, optional, only for Android
  icon: String, optional, only for Android
  destructive: Boolean, optional, only for Android, default true
  customParams: [CustomParam], optional
}
```

CustomParam

```
{
  key: String
  value: String
}
```

(1) Only available for Android push messages

(2) Only available for iOS push messages

(3) The name of the image must be provided by the uploadImage API

(4) Only available when targeting one application (not for multi-applications)

(5) Refer to the Apple documentation : <https://developer.apple.com/library/ios/documentation/NetworkingInternet/Conceptual/RemoteNotificationsPG/Chapters/ApplePushService.html>

Response

body	<pre> { returnCode: String returnLabel: String } </pre>
------	---

Return code	
returnCode	Description
0	Instant Message has been sent
1	A database error occurred
2	No sendInstantMessage
3	No or bad user
4	No or bad partner
5	No or bad message
6	Bad custom params
9	Bad targets
10	No parent message ID
11	Message limit exceeded
13	Field unknown
14	Target max number exceeded
15	Template cannot be replaced
16	No or bad appld
17	The selected language does not exist
22	Invalid certificate
23	No or bad template for buttons
24	Nor or bad button id
25	Bad custom params for buttons

If the message has been sent (returnCode: 0) in the case of multiple partners, you will only get the messageid of the last message that you have provided in the Messages array.

The `targets` array contains all target definition for the message(s). This array can contain up to 100 entries.

One target object can contain multiple criteria, so a device will be targeted if all the criteria match the device properties. In the example below, a device will only be targeted if its language property is set to "en" AND the user opened the application more than once.

If the actions of the buttons are directly set in your request, their value must be one of the following: browser, email, phone, store, sms, webView, urlScheme or close.

The message text can contain template macros. These templates will be replaced with, in order:

- values set in API target data object
- values set in API message data object
- values set in the devices database

If no value is found, an error is triggered.

Examples

Request	Body	Description
POST URL	<div data-bbox="331 281 1182 354">Exemple with one application</div> <pre data-bbox="331 359 1182 1965">{ "sendInstantMessage": { "user": { "login": "login@login.com", "password": "password" }, "partner": { "id": "my_partner_id" }, "parentMessageId": "1", "message": { "subject": "Flight canceled", "text": "Hi \${first_name}, the flight number \${flightref} is canceled", "sound": "custom", "soundName": "test.wav", "actionButtonLabel": "Ok", "richPushUrl": "http://www.google.com", "richPushOpening": "webview", "customParams": [{ "key": "testKey", "value": "testValue" }, { "key": "testKey2", "value": "testValue2" }], "data": { "flightref": "EY5138" }, "aps": { "alert": "Hello Sir, the flight number \${flightref} is canceled", "badge": 0 }, "targets": [{ "memberId": "765c8", "data": { "first_name": "Patrick" }, }], "aps": { "alert": { "body": "Hello \${first_name}, your flight has been canceled", "action-loc-key": "OK, thank you!" }, "sound": "sound.wav", "badge": 2 } } } }</pre>	Sends an instant message

```
}
  },
  {
    "language":{
      "operator":"=",
      "value":"en"
    },
    "opencount":{
      "operator":">",
      "value":"1"
    },
    "data":{
      "first_name":"John"
    }
  }
}
```

```
    ]
  }
}
```

Exemple with multi applications

```
{
  "sendInstantMessage":{
    "user":{
      "login": "login@login.com",
      "password": "password"
    },
    "messages": [{
      "partner": {
        "id": "my_first_partner_id"
      },
      "parentMessageId": "1",
      "message": {
        "subject": "Hello",
        "text": "You are receiving a message"
      }
    },
    {
      "partner": {
        "id": "my_second_partner_id"
      },
      "parentMessageId": "2",
      "message": {
        "subject": "Hello",
        "text": "You are receiving a message"
      }
    }
  ],
  "targets": [{
    "language": {
      "operator": "=",
      "value": "en"
    },
    "opencount": {
      "operator": ">",
      "value": "1"
    }
  ]
}
```

Exemple with interactive buttons

```
{
  "sendInstantMessage":{
    "user":{
      "login": "login@login.com",
      "password": "password"
    },
    "partner":{
```



```
    "id": "my_partner_id"
  },
  "parentMessageId": "1",
  "message": {
    "subject": "Flight canceled",
    "text": "Hi ${first_name}, the flight number
${flightref} is canceled",
    "sound": "custom",
    "soundName": "test.wav",
    "actionButtonLabel": "Ok",
    "richPushUrl": "http://www.google.com",
    "richPushOpening": "webview",
    "interactiveButtons" : {
  "template": "category_name",
    "buttons": [
      {
        "id": 1,
        "title": "Confirm",
        "url": "http://google.fr",
        "icon": "ic_action_search",
        "action": "browser",
        "destructive": false,
        "customParams": [
          {
            "key": "testKey",
            "value": "testValue"
          },
          {
            "key": "testKey2",
            "value": "testValue2"
          }
        ]
      },
      {
        "id": 2,
        "url": "http://mobilecrm.accengage.com",
        "icon": "action_settings_light",
        "action": "webView"
      }
    ]
  },
  "customParams": [
    {
      "key": "testKey",
      "value": "testValue"
    },
    {
      "key": "testKey2",
      "value": "testValue2"
    }
  ],
  "data": {
    "flightref": "EY5138"
  },
  "aps": {
    "alert": "Hello Sir, the flight number ${flightref} is
canceled",
    "badge": 0
  }
}
```

```
    },
    "targets": [
      {
        "memberId": "765c8",
        "data": {
          "first_name": "Patrick"
        },
        "aps": {
          "alert": {
            "body": "Hello ${first_name}, your flight has been
canceled",
            "action-loc-key": "OK, thank you!"
          },
          "sound": "sound.wav",
          "badge": 2
        }
      },
      {
        "language": {
          "operator": "=",
          "value": "en"
        },
        "opencount": {
          "operator": ">",
          "value": "1"
        },
        "data": {
          "first_name": "John"
        }
      }
    ]
  }
}
```

