

Apteco Technical Guide



Syniverse Integrations Setup Guide

Helping you to get the most out of the Apteco Marketing Suite

Before You Begin

Known Issue:

It is currently not possible for Apteco PeopleStage to validate whether the template name specified for a WhatsApp Business API message is correct and approved by WhatsApp (Meta). If you select an incorrectly named or unapproved message name within the Delivery Step in PeopleStage, PeopleStage appears to work but the message is not be sent by Syniverse. Syniverse then reports an error in sending the message in the platform.

We are working with our partners and WhatsApp to introduce error checking functionality to resolve this issue.

CAUTION

This guide details the steps required to integrate Apteco with a Broadcaster using an API; the configuration is in two parts:

1. Configuration in your broadcaster, this document.
2. The configuration of the Apteco Marketing Suite, which is covered in the online help



You need to configure Syniverse before you perform the integration in Apteco, this document is an overview of the integrators setup process, it is not intended to be an in-depth setup document, please see the documentation provided by Syniverse

Note:

We take care to keep the information up to date. There may be changes to the broadcaster's API not reflected here. If in doubt, contact your support department or the broadcaster for more information.

IMPORTANT

Your data capture input forms must be able to require and validate the country code with the mobile number, and your data model must support this formatting.

Useful to have before you start:

- The Variables or Virtual Variables in FastStats to use in messages
- The Syniverse UI URL, **Username**, and **Password** to log in to your account
- The Syniverse Message and List name (available from Syniverse)
- A unique, new unused mobile number to use with Syniverse
- Make a note of the parameter number Message Names to map to variables in the Creative Template Editor, used in curly brackets used for personalisation in the message.
- The Syniverse FTP Username and Password to use with the Response Gatherer
- The following parameters, available from your Syniverse web panel or Syniverse:

Access Token

Base Url

Base Path

Channel Id

WhatsApp Namespace

Language Code

Language Policy

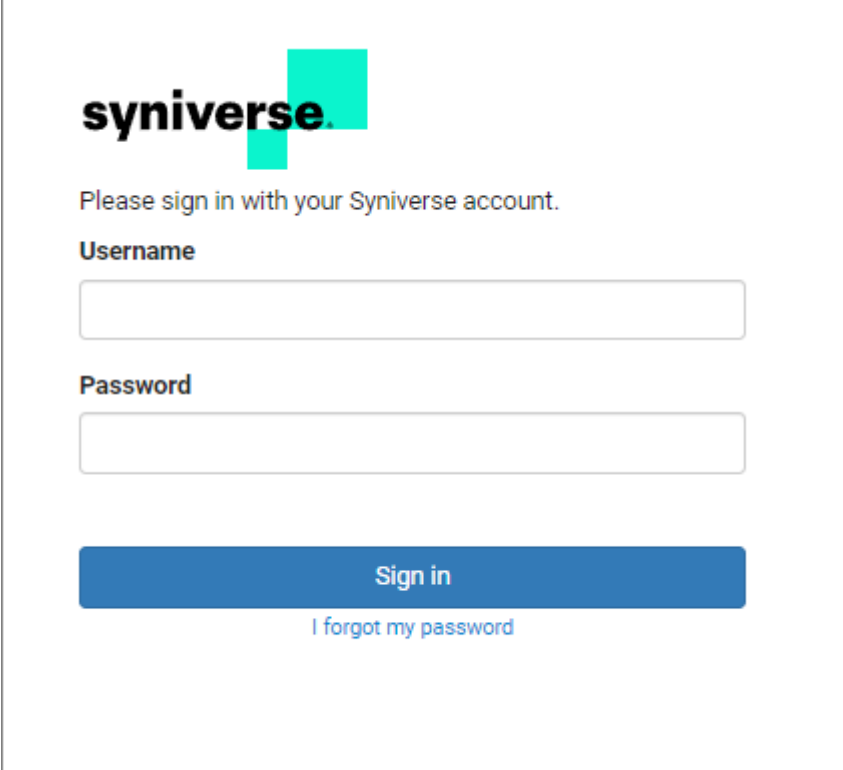
Sender Address - created by Syniverse (Sender Id in the channel editor)

Response Gatherer

- The connection string to the response database for your system
- Bulk Insert Folder and FERG folder locations

Syniverse Configuration

Login to your Syniverse account to access the web-based control panel

A screenshot of the Syniverse login page. At the top is the Syniverse logo, which consists of the word "syniverse." in black lowercase letters followed by a teal square. Below the logo is the text "Please sign in with your Syniverse account." in a smaller font. Underneath this is the label "Username" in bold, followed by a white input field with a thin grey border. Below the username field is the label "Password" in bold, followed by another white input field with a thin grey border. At the bottom of the form is a large blue button with the text "Sign in" in white. Directly below the button is a link that says "I forgot my password" in a smaller, blue font.

You can find your Syniverse settings in the Applications area

syniverse

Developer Community

Documentation

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Florian vanBracht

Applications

Service Offerings

Voice & Messaging Console

2-Way Chat Console

Event Manager

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AptecoWhatsappDemo

Application for Whatsapp demonstration purposes
Account assigned: APTECO POSTPAID

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Help