



Telegram Integration with ServiceOps

Using Telegram BotFather Service



2-May-22	Telegram Integration with ServiceOps	
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1. Overview

1.1. What is Telegram?

Telegram is a chat application to communicate on the go. Using Telegram for incident creation and management will become easier if you integrate ServiceOps within Telegram. Once added, you can generate or review requests from Telegram without signing-in to the ServiceOps Support Portal or accessing the chat agent from the portal.

1.2. What is a Virtual Agent?

A virtual agent is a bot that works based on the chat flows configured in ServiceOps. Using this, you can create and manage both incident and service requests.

1.3. What is a Messaging App?

A messaging app is an intermediary between the ServiceOps and Telegram application. It provides the users with a pre-defined list of incidents request management actions and responds accordingly over the Telegram application.

You can integrate a custom-built Telegram app that connects with your ServiceOps Portal, enabling the Virtual Agent or messaging app to send responses to the requester over the Telegram application.

This functionality is available from version 7.8 and above.

1.4. Prerequisites

- ServiceOps hosted on a live URL.
- ServiceOps server must be hosted on 443, 80, 88, or 8443 port.
- SSL Certificate enabled.
- Telegram account created with the same requester contact number as configured in the above point.
- The Base URL in ServiceOps should be the same as the portal URL.



2. Configuring the Telegram Virtual Agent

To create a Telegram Virtual Agent, follow the below steps:

Step 1: Install the Telegram app from the Google Play Store and create an **account**.

Step 2: Search for **BotFather** in the app and open it.

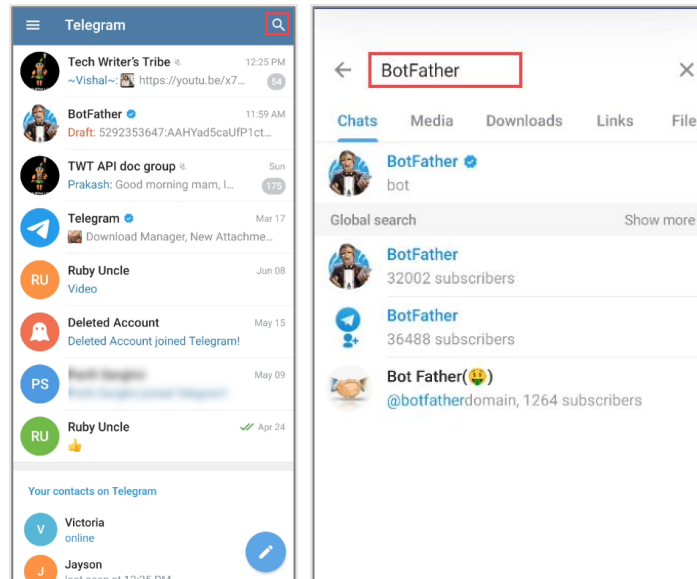


Fig 1: Search BotFather

Step 3: Tap **Start**, and a list of commands related to the bot creation appears.

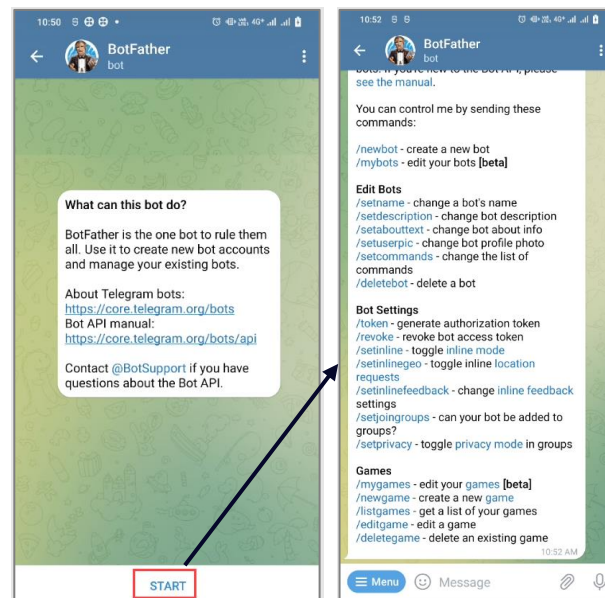


Fig 2: List of Commands

Step 4: Create a new bot by typing the command `/newbot` in the message and tapping **Send**.

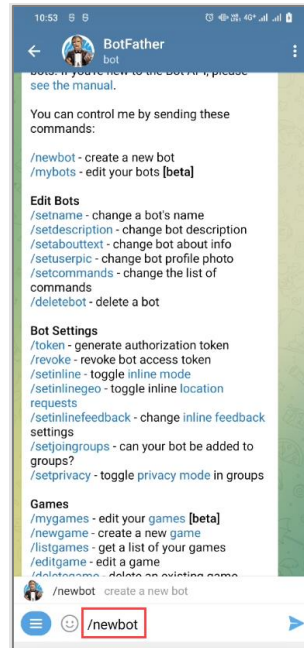


Fig 3: Create a New Bot

Step 5: Enter a name for your bot and tap **Send**.

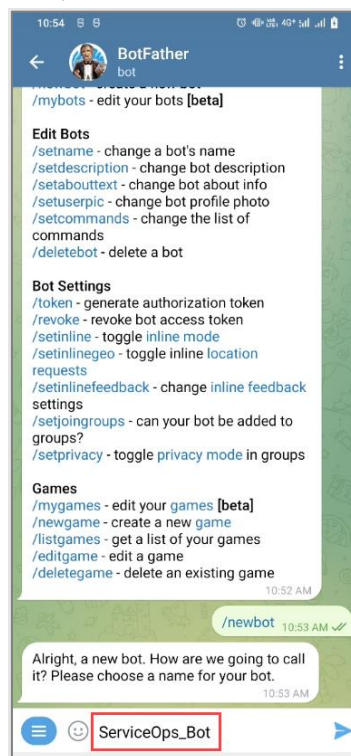


Fig 4: Enter the name of the bot

Step 6: Enter a username for your bot and tap **Send**.

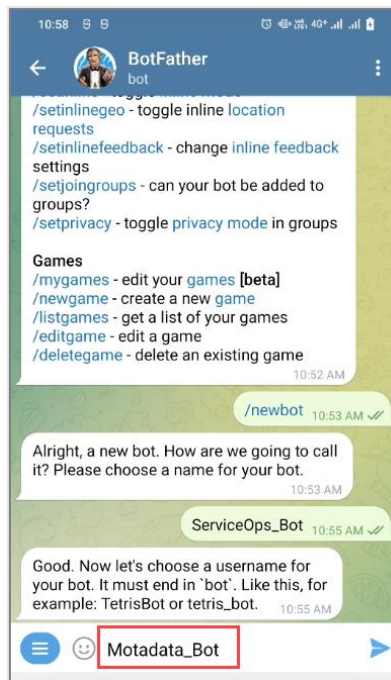


Fig 5: Enter the Username for the bot

The bot gets created, and a confirmation message appears.

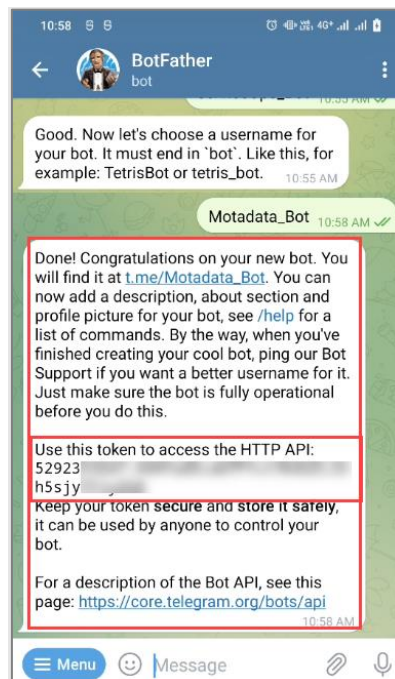


Fig 6: Bot Created Successfully

Step 7: Copy the token and use it in the ServiceOps as Client ID.

Step 8: In ServiceOps,

1. Navigate to **Admin > Support Channel > Virtual Agent > Telegram App Config** page.
2. **Enable** the functionality.
3. **Paste the Client ID** (token) copied from the Telegram app.
4. Click **Update**.
5. Click the **Telegram** button, and a confirmation message "success! Successfully installed Telegram APP" will appear.

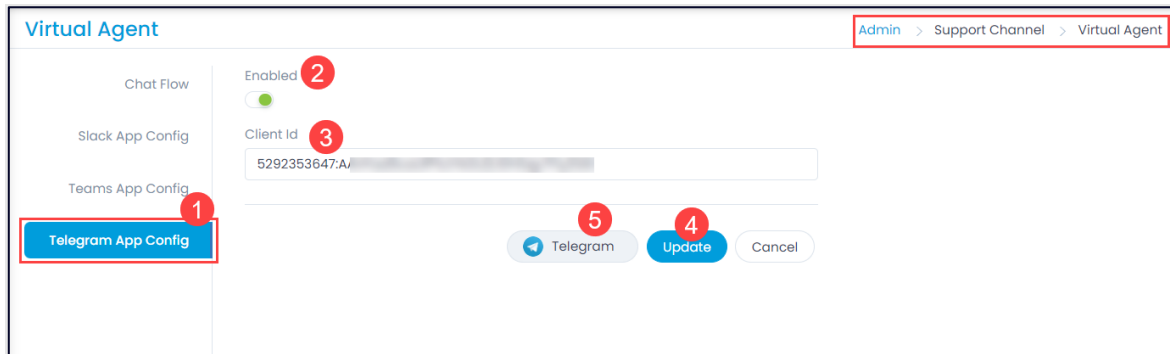


Fig 7: Telegram App Config Page

Step 9: Open the Telegram app and **tap the link** provided in the BotFather chat. The bot appears, and you can begin your conversation.

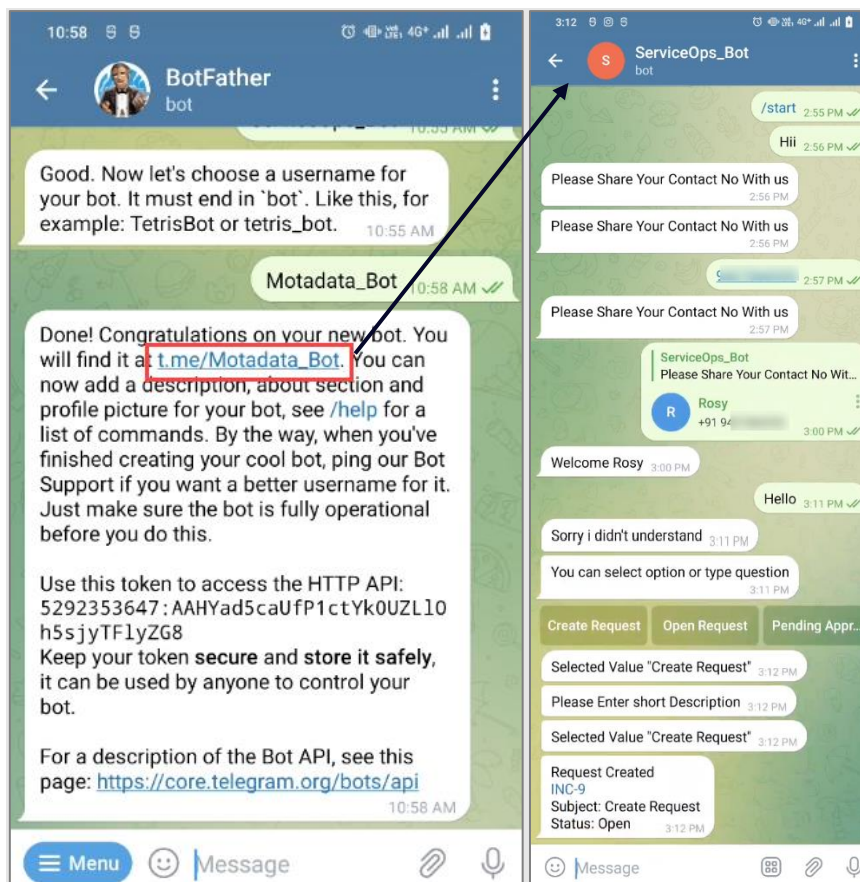


Fig 8: Open the Bot link and start the conversation



3. Configuring the Telegram Messaging App

To create a Telegram Messaging App,

Step 1: Follow the above 1 to 7 steps of the virtual agent section.

Step 2: In ServiceOps,

1. Navigate to **Admin > Support Channels > Messaging App > Telegram** page.
2. **Enable** the functionality.
3. **Paste the Client ID** (token) copied from the Telegram app.
4. Click **Update**.
5. Click the **Telegram** button, and a confirmation message “**success! Successfully installed Telegram APP**” will appear.

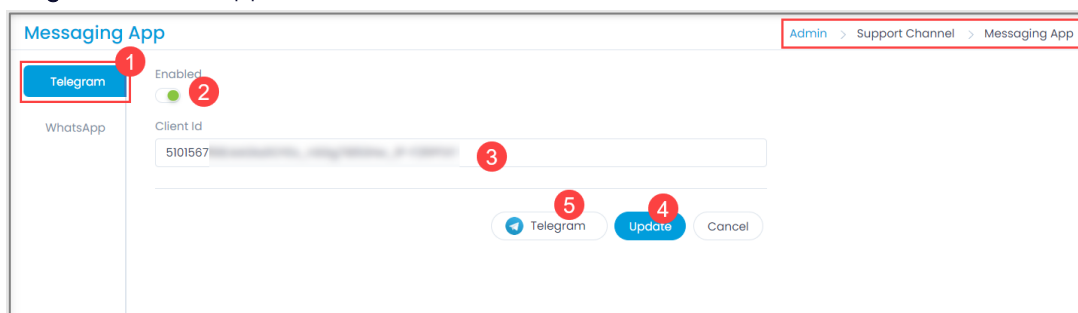


Fig 1: Telegram Messaging App

Step 3: Open the **Telegram** app and **tap the link** provided in the BotFather chat. The messaging app appears; tap **Start**, and select an action to be performed as shown below. **Example:** If the **Create New Ticket** option is selected, the app will respond with the ticket created and the ticket ID as shown in the below right-most figure. Similarly, other actions can be performed, and a response will be received accordingly.

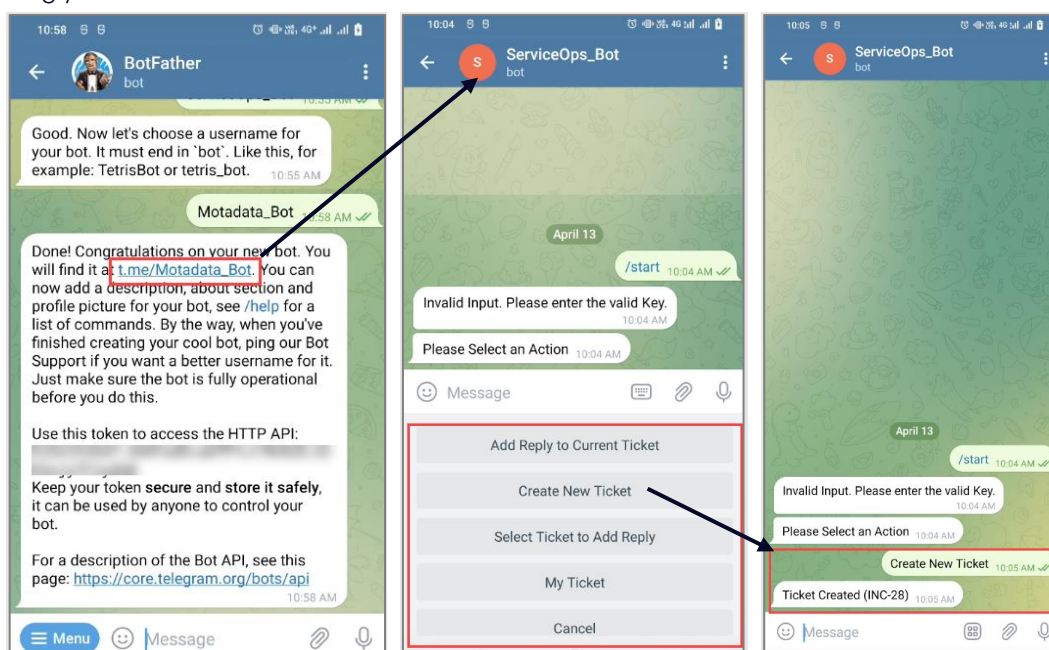


Fig 2: Open the App link and start the conversation

Same bot cannot be used as a Virtual Agent and Messaging App together. Hence, two different bots are to be created or both respectively.



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