

# WhatsApp Integration with ServiceOps

Using Facebook or Twilio

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# 1. Overview

# What is WhatsApp Integration?

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

You can integrate WhatsApp with ServiceOps in two ways:

- <u>As a Virtual Agent</u>: 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. In this case, WhatsApp Business Account is used for integrating WhatsApp with ServiceOps.
- <u>As a Messaging App</u>: A messaging app is an intermediary between the ServiceOps and WhatsApp application. It provides the users with a pre-defined list of incidents request management actions and responds accordingly over the WhatsApp application. In this case, Twilio is used as a messaging app.

Such integrations provide programmable communication tools for sending and receiving messages, and performing other communication functions using its web service APIs.



# 2. WhatsApp for Business Integration

# Using Facebook

# Prerequisites

- ServiceOps hosted on a public URL
- SSL Certificate enabled
- The <u>Base URL</u> in ServiceOps should be the same as the portal URL
- Chat support should be enabled in the ServiceOps Portal
- Requester created in the ServiceOps Portal
- WhatsApp account created with the same requester contact number as configured in the above point.
- Valid Facebook account
- Valid WhatsApp business number

## **Applicable Version**

This functionality is applicable from version 7.9 and above.

# **Create App**

To create a WhatsApp Virtual Agent using Facebook, follow the below steps: **Step 1**: Install WhatsApp from the Google Play Store and create an **account**. **Step 2**: Login to <u>Meta for Developers</u> using the existing Facebook account.



Fig 1: Login Meta for Developers

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# Step 3: Click My Apps > Create App.

🕫 Meta for Developers	Docs	Tools	Support	My Apps	Q Search de	veloper documentation	🍓 Rosy Cordeiro	•
Apps						Q Search by App Name or App ID	Create App	
Filter by								
All Apps						1		
Archived						1 A 1		
				_				
					To get sta	No apps yet rted, create your first app.		
					-	Create App		•

Fig 2: My Apps > Create App

Step 4: Select an app type as "Business" and click Next.

🕫 Meta for Developers	Docs Tools	Support My Apps	Q Search developer documentation	🛕 🏼 🍓 Rosy Cordeiro	-
Create an App				× Cancel	
Type	Select an app The app type car	<b>p type</b> n't be changed after your app	is created. Learn more		
Details	Gra	siness ate or manage business asse ph API using the available bu	ts like Pages, Events, Groups, Ads, Messenger, W siness permissions, features and products.	IhatsApp, and Instagram	
	Cor	nsumer nnect consumer products and	permissions, like Facebook Login and Instagran	n Basic Display to your app.	
	Cree	tant Games ate an HTML5 game hosted o	n Facebook.		
	Gai Cor	ming nnect an off-platform game to	Facebook Login.		
	© Wo	<b>orkplace</b> ate enterprise tools for Workp	place from Meta.		
	Cor	ademic research nnect to Facebook data and to	ooling to perform research on Facebook.		
	Cree	<b>ne</b> ate an app with combinations	of consumer and business permissions and pro	oducts.	
				Next Give Feedba	ack

Fig 3: Select Business App Type

0

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Step 5: Enter the basic details like the app name, App contact email, and click Create app.

📀 Туре	Add an app name This is the app name that will show on your My Apps page and associated with your app ID. You can change the name later in Settings.
Details	ServiceOps 1 10/30
	App contact email         This is the email address we'll use to contact you about your app. Make sure it is an address you check regularly. We may contact you about policies, app restrictions or recovery if your app is deleted or compromised.         rosypaul@yahoo.in
	Business Account • Optional Connecting a Business Account to your app is only required for certain products and permissions. You'll be asked to connect a Business Account when you request access to those products and permissions.
	No Business Manager account selected
	By proceeding, you agree to the Meta Platform Terms and Developer Policies. Previous Create app

Fig 4: Enter the Basic Details

Step 6: Re-enter the password of your account and click Submit.

Please Re-enter Your Password	×
Rosy	
For your security, you must re-enter your password to continue.	
Password: 1	
Forgot your password? Cancel Subr	nit 2

Fig 5: Re-enter Password

The app gets created, and its details page appears.

## Add Phone number

Step 7: On the left-side menu, click the Add Product link, search for WhatsApp on the right-hand side, and click Setup.



Fig 6: Setup WhatsApp

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The following **Quickstart** page appears. Create or select a Meta Business Account from the dropdown and click **Continue**.



Fig 7: Select a Meta Business Account

**Step 8**: Next, on the left panel, navigate to **WhatsApp > Getting Started** page, scroll down to step 5, and add a phone number using the **Add phone number** button. For more details, refer to the <u>Phone</u> <u>Numbers</u> page.

∞ Meta for Develop	oers ≡ App D	ashboard Docs Tools Support My Search developer documentation	osy Cordeiro 🖣
ServiceOps	<ul> <li>App ID:</li> </ul>	App Mode: Development  App type: Business	(?) Help
회 App Roles	~	<pre>an content-type: application(joon 5d (\"messign_product": \"whatsapp\", \"to\": \"\", \"type\": \"template\", \"template\": { \"name\":</pre>	
🖒 Alerts	~	Run in Postman     Send i	nessage
App Review	~		
Products Webhooks	Add Product	Step 3: Configure webhooks to receive messages Create a custom webhook URL or use services that help you setup an endpoint. Configure webhooks.	
WhatsApp Quickstart	^	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.	
Getting started Configuration Activity Log		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.	ane number
E Activity Log			

Fig 8: Add Phone number

The following popup appears.

# Step 9: Fill in the below details.

Fill in your business information Complete your business information to add your phone number.	>
<b>Your business information</b> This information is required for your Meta Business Account. It will not be shown on your WhatsApp Business profile unless you add it on the next step or later in <b>Settings</b> .	
Business name	
Motadata 8/100	)
Business Email You'll receive an email to verify it.	
rosy@motadata.com	
<b>Business website or profile page</b> If you don't have a business website, you can use a URL from any of your social media profile pages.	
https://www.motadata.com/	
Country	
India	
+ Add Address (optional)	
Back	ext

#### Fig 9: Fill in the details

- Business Name: Enter the name of your business.
- Business Email: Enter the email address on which email will be sent for verification.
- Business website or profile page: Enter the URL of your website.
- **Country**: Select the country.

Once done, click Next.

Step 10: Create a WhatsApp business profile by entering the below details and click Next.

Create a WhatsApp Business profile Your profile information will be visible to people on WhatsApp.	×
WhatsApp Business Profile Display Name	
Motadata	
Timezone <b>()</b>	
(GMT+05:30) Asia/Kolkata	•
Category	
Professional Services	•
Business Description · Optional	
Tell people about your business	0/512
	1
	Back

Fig 10: Create a WhatsApp Business profile

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**Step 11**: Add a phone number for WhatsApp that is not registered and select the method for verification. You can verify your number either via a **text message** or **phone call**. Once done, click **Next**, and the code will be sent on this number for verification.

<u>Note</u>: If the number is registered to an existing WhatsApp account, stay on this page, delete the account associated with this number, and re-verify it after 3 minutes.

none number		
IN +91	• 9(	
You'll receive a code	to verify this number.	
<b>Choose how you wou</b> f you are using a landlin	Ild like to verify your number: e number, choose phone call.	
, ,		

Fig 11: Add Phone number

Step 12: Verify the phone number using the code sent and click Next. The phone number gets added.Step 13: Next, move to step 1, and select the phone number which will be used for sending messages.The dropdown displays the number added in the above steps. Once the number is selected, its phone number ID appears as shown below.

∞ Meta for Develo	opers ≡ App D	ashboard Docs Tools Support My Anns O
ServiceOps	▼ App ID:	App Mode: Development 🕒 Live App type: Business ③ Help
) App Roles	×	Send and receive messages
🖒 Alerts	~	Step 1: Select phone numbers
App Review	~	From Send free messages with the provided test phone number. You can use your own phone number which is subject to limits and pricing. Learn more.
Products	Add Product	+91 30 -
Webhooks		Phone number ID: 107 60 D WhatsApp Business Account ID: 106 D16 D
WhatsApp	^	To US +1 V Phone number
Quickstart		
Getting started		Step 2: Send messages with the API
Configuration		To send a test message, copy this command, paste it into Terminal, and press enter. To create your own message template, click here.
Activity Log		
E Activity Log		1 CUT: -1 - A PUSI 2 https://graph.facebook.com/v15.0/ //messages ` 3 -H 'Authorization: Bearer

Fig 12: Select Phone number

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Step 14: Copy the Phone number ID and paste it to ServiceOps as shown below.

Virtual Agent		Admin > Support Channel > Virtual Agent
Chat Flow	Enabled	
Slack App Config	Client Id*	
Teams App Config	Phone Number ID*	
Telegram App Config	10 60	
Facebook Messenger App Config	Access ID* Access ID	
WhatsApp Config		
	Update Cancel	

Fig 13: Paste the Copied Phone number ID

### **Generate Token**

**Step 15**: To generate token, navigate to **WhatsApp > Configuration > Permanent Token** section, and refer to the link, <u>Learn how to create a permanent token</u>. Here, you can create a token in two ways:

- System User access token created in the WhatsApp Business Accounts tab of the Business Manager
- A User Access token via Facebook Login.

Once the token is generated, copy and paste it into the **Client ID** field of ServiceOps.

# Configure WhatsApp in ServiceOps

Step 16: In the ServiceOps Portal, navigate to the Admin > Support Channel > Virtual Agent > WhatsApp Config tab.

Virtual Agent		Admin > Support Channel > Virtual Agent
Chat Flow	Enabled	
Slack App Config	Client Id*	
	EAAGkcTx3beEBA HO6Mtf0fljfOVZCMtWnM6WVfiVoc	
Teams App Config	Phone Number ID*	
Telegram App Config	107 3460	
	Access ID*	
Facebook Messenger App Config	hello	
WhatsApp Config		
	Update Cancel	

### Fig 14: WhatsApp Config page

- 1. **Enable** the functionality.
- 2. Paste the Client ID (permanent token) copied from the Meta for Developers page in Step 15.
- 3. Paste the Phone number ID copied from Step 13.
- 4. Enter the Access ID using which a connection will be established between the Facebook and ServiceOps. The ID can be any text or combination of text and numbers. For example: Hello. Use this same Access ID in the Verify token field while editing the Webhook Callback URL.
- 5. Once done, click **Update**.

# **Configure Webhook**

Step 17: In the Meta for Developers page, navigate to WhatsApp > Configuration menu, and click Edit.

∞ Meta for Develo	opers ≡ App D	ashboard Docs Tools	Support My Searc	h developer documentation	🛕 🛛 🍪 Rosy Cordeiro
ServiceOps	<ul> <li>App ID:</li> </ul>	App Mod	le: Development  Live	App type: Business	(?) Неір
[2] App Roles	~	Quickstart > Configura	ation		
App Review	~	Webhook ① Callback URL No URL added		<b>Verify token</b> No token added	Edit
Products Webhooks	Add Product	Webhook fields No fields selected			Manage
Quickstart Getting started	2	Permanent token Learn how to create a permane	nt token		
Activity Log		Phone numbers You have 2 production numbers	s and 1 test number.		Manage phone numbers

Fig 15: Configuration page

The Edit webhook's callback URL popup appears. Enter the following:

- **Callback URL:** Enter the URL of the ServiceOps Portal. Use the below URL format: {server URL}/api/public/whatsapp
- Verify token. Use the token entered in the Access ID field of ServiceOps (Step 16).

Once done, click Verify and Save.

Edit webhook's callback URL			
Callback URL			
https://	/api/public/what	sapp	
Verify token			
hello			
?	Cancel	Remove webhook	Verify and save

Fig 16: Edit Callback URL

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Step 18: Next, click the Manage button to add Webhook fields.

🕫 Meta for Develo	opers ≡ App [	Dashboard Docs Tools Support My Search developer documentation	🛕 🛛 🍓 Rosy Cordeiro
ServiceOps	▼ App ID:	App Mode: Development  App type: Business	(?) Help
[회] App Roles	~	Quickstart > Configuration	
🗘 Alerts	~	Webhook 0	
App Review	~	Callback URL Verify token	Edit
Products	Add Product		
Webhooks		Webhook fields No fields selected	Manage
WhatsApp	^		
Quickstart		Permanent token	
Getting started		Learn how to create a permanent token	
Configuration			
Activity Log		Phone numbers	Manage phone numbers
. E Activity Log		You have 1 production number and 1 test number.	

Fig 17: Manage Webhook fields

The following popup appears. Select the **messages** field, **Subscribe**, and click **Done**.

∞ Meta for D			. Mv	Search developer documentation		Y Cordeiro 🖣
ServiceOps	Webhook fields					X ⑦ Help
	Name	Test version		Subscription version		<b>^</b>
🔂 Dashboard	account_review_update	v15.0 💌	Test	v15.0 -	Subscribe	
දිරුි} Settings	account_update	v15.0 🝷	Test	v15.0 -	Subscribe	
آهي) App Roles	business_capability_update	v15.0 🔻	Test	v15.0 •	Subscribe	Edit
App Review	message_template_status_update	v15.0 •	Test	v15.0 •	Subscribe	Manage ages webhook field
Products Webhooks	messages	v15.0 •	Test	v15.0 💌	Subscribe	
WhatsApp	phone_number_name_update	v15.0 🔻	Test	v15.0 -	Subscribe	2
Quickstart					Don	le lumbers
Getting starte	You have 1 p	roduction number and 1	test number.			

Fig 18: Subscribe messages field

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**Step 19**: In the WhatsApp, search for the <u>phone number</u> added, type Hi, and a welcome message appears. You can then start your conversation with the bot as shown below.



Fig 19: WhatsApp Conversation



# 3. Twilio WhatsApp Integration

# Prerequisites

- ServiceOps hosted on a public URL
- SSL Certificate enabled
- Chat support should be enabled in the ServiceOps Portal
- The <u>Base URL</u> in ServiceOps should be the same as the portal URL
- Valid WhatsApp account

# **Applicable Version**

This functionality is applicable from version 7.8 and above.

## **Create App**

To create a WhatsApp Messaging App using Twilio, follow the below steps: **Step I**: Install WhatsApp from the Google Play Store and create an **account**. **Step 2**: Login or register to <u>Twilio</u> by entering the Email Address and Password.

🌐 twilio	
Log in	
Email	
rosy.	<u>Change email</u>
Password	
•••••	
Log in	
Forget password?	
Forgot password?	

Fig 20: Login Page

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Step 3: Click the account link at the top-left corner of the screen. For first-time users, click the link My first Twilio account below.

Console     My first Twili	io accoun	Trial: \$15.50 Upgrade	Q Jump to		Account - Billin	g 👻 📧 Rosy 🛩
Develop Monitor	r	Ahoy Rosy, welcom	e to Twilio!			A
<ul> <li># Phone Numbers</li> <li>&gt;</li></ul>		Get a Twilio phone number				
Explore Products	+	Many of our products require a Twilio phon USA or Canadian phone number. Cet a Twilio phone number To get local phone numbers outside of the meet regulatory requirements. <u>Read the re</u>	e number. While your account is in trial, yo USA or Canada, you may need to upgrade gulatory requirement [2]	u can get one free your account and		
Docs and Support	:					Sкiр >
	«	✓ Account Info		▼ Helpful links		

Fig 21: Click the link

Step 4: In the Account Info section, copy the Account SID (Client ID) and Auth Token (Password).

Console <u>My first Twilio acc</u>	count 🗘 Trial: \$15.50 Upgrade	Jump to	Account v Billing v RC Rosy v
Develop Monitor			Skip >
		ow calls to	Helpful links      How does Twilio work? [2 Understand how to use Twilio in a 2-minute video.      API documentation [2 Learn the basics of Twilio APIs.      Support help center [2 Troubleshoot common issues.
Docs and Support :			151 Refer a Friend

Fig 22: Account Info

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Step 5: In ServiceOps,

- 1. Navigate to Admin > Support Channels > Messaging App > WhatsApp page.
- 2. Enable the WhatsApp functionality
- 3. Paste the copied Client ID and Password from the above point.

Messaging App		Admin > Support Channel > Messaging App
Telegram		
WhatsApp	Client ID*	
Easebook Messenger	ACer	
Facebook Messeliger	Password*	
	······	
	Client Number *	
	Client Number	
	Update Cancel	

Fig 23: Paste the copied Client ID and Password

**Step 6**: In Twilio, navigate to **Messaging > Try It Out > Send a WhatsApp message** page. Then, activate your sandbox by **agreeing** and clicking **Confirm**, as shown below.



Fig 24: Activate your Sandbox

The following screen appears.

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Console <u>My first Twilio</u>	account	Q Jump to	Account 🛩 Billing 🗸	RC Rosy 🗸
Develop Monitor	Learn: Twilio Sandbo 1. Set Up Your Testing Sandbou To send messages with WhatsApp in production, account. But, that doesn't mean you have to wait WhatsApp lets you test your app in a developer er To begin testing, connect to your sandbox by send device to €+1 415 523 8B86 with code form on this device, you can click here. Note: Sandbox is not intended for production usage Waiting for your message	WhatsApp has to formally approve your to start building. Twilio Sandbox for nvironment. ding a WhatsApp message from your take-particular If WhatsApp is installed ge. Sandbox sessions expire after 3 days.		
Docs and Support	've received the confirmation			

Fig 25: Client Number and Code

Step 7: Save the above-provided number and send the code via WhatsApp, as shown below.



Fig 26: Send the Code

Once the code is sent and received in Twilio, your phone number gets linked to the sandbox, and a confirmation message appears.

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Step 8: Copy the Twilio phone number and paste it into the ServiceOps Client Number field.

Messaging App		Admin $\rightarrow$ Support Channel $\rightarrow$ Messaging App
Telegram	Enabled	
WhatsApp Facebook Messenger	Client ID* AC Password*	
	Client Number*	
	+14155238886	

Fig 27: Copy Client Number

Once done, click **Update**, and a confirmation message appears.

**Step 9**: In Twilio, navigate to **Messaging > Settings > WhatsApp Sandbox Settings** page. Change the base URL link in the **"When a Message Comes In**" field (4).

Syntax of URL: https://{server URL}/api/public/whatsapp/readMessage

Sample URL: https://dummy.com/api/public/whatsapp/readMessage

<ul> <li># Phone Numbers</li> <li>Messaging Overview</li> <li>Try it out Services</li> <li>Senders</li> <li>Senders</li> <li>Settings General Log archives</li> <li>Geo permissions</li> <li>WhatsApp sandbox settings</li> <li>Channels Add-ons+*Beta</li> <li>Explore Products</li> <li>H Construction</li> </ul>	Ax for WhatsApp om the Sandbox to your Application, configure user endpoint URLs.	Learn more [2] 186 with code join cake-particular.
<ul> <li># Numbers</li> <li># Numbers</li> <li>Sandbox Configurati</li> <li>Sandbox Configurati</li> <li>Try it out</li> <li>Services</li> <li>Services</li> <li>Senders</li> <li>Senders</li> <li>General</li> <li>Log archives</li> <li>Geo permissions</li> <li>WhatsApp</li> <li>Sandbox Message To</li> <li>Use these templates to send and</li> </ul>	A X LOT VYTIALSAPP  T T T T T T T T T T T T T T T T T T	Learn more [2] 186 with code join cake-particular.
<ul> <li>Sandbox Configuration</li> <li>Services</li> <li>Services</li></ul>	n om the Sandbox to your Application, configure user endpoint URLs. 4 HTTP Post × hTTP Post × bx. Ask them to send a <b>WhatsApp message</b> to <b>C</b> +1 415 523 88	Learn more 🖒 186 with code join cake-particular.
Overview     Try it out       Services       Services       Services       Senders       General       Log archives       Geo permissions       WhatsApp sandbox settings       Channels       Add-ons e*Beta       Explore Products	om the Sandbox to your Application, configure and rendpoint URLs.	Learn more 13
<ul> <li>Try it out</li> <li>Services</li> <li>Senders</li> <li>Settings</li> <li>General</li> <li>Log archives</li> <li>Geo permissions</li> <li>WhatsApp sandbox settings</li> <li>Channels</li> <li>Add-ons.+Beta</li> <li>Explore Products</li> <li>Human A MESSAGE</li> <li>WHEN A MESSAGE</li> <li>WHEN A MESSAGE</li> <li>STATUS CALLBACK URL</li> <li>Status CALLBACK URL</li> <li>Status CALLBACK URL</li> <li>Standbox Participant</li> <li>Invite your friends to your Sand</li> <li>USERID</li> <li>Whatsapp:+9194</li> <li>Sandbox Message Tr</li> <li>Use these templates to send in</li> </ul>	A HTTP Post HTTP Post ox. Ask them to send a WhatsApp message to +1 415 523 88	186 with code <b>join cake-particular</b> .
Services Services Services Startus CALLBACK URL Startus CALLBACK URL Startus CALLBACK URL Sandbox Participant Invite your friends to your Sand USERID Whatsapp:+9194 Channels Add-ons.e*Beta Explore Products +	HTTP Post v	186 with code <b>join cake-particular</b> .
Settings     General     Log archives     Geo permissions     WhatsApp     sandbox settings     Channels     Add-ons.e*Beta     Explore Products     +	ox. Ask them to send a <b>WhatsApp message</b> to 🔇 +1 415 523 88	186 with code join cake-particular.
Log archives Geo permissions WhatsApp sandbox settings Channels Add-ons+*Beta Explore Products + Marsence	xx. Ask them to send a WhatsApp message to 🔇 +1 415 523 88	886 with code join cake-particular.
Geo permissions WhatsApp sandbox settings Channels Add-ons+*Beta Explore Products + USERID whatsapp:+9194 Sandbox Message To Use these templates to send in MESSAGE		
WhatsApp sandbox settings         whatsapp:+9194           Channels         Add-ons+*Beta           Explore Products         +		
Channels Add-ons+*Beta Explore Products +		
Add-ons+"Beta Sandbox Message To Use these templates to send in Explore Products +		
Explore Products +	nplates	Learn more about Templates [3
Explore Products +	sages in your Sandbox outside of the 24-hour window.	
MESSAGE		
Your {{1}} code is {{2}}		
Your appointment is coming up	n {{1}} at {{2}}	
Your {{1}} order of {{2}} has	pped and should be delivered on {{3}}. Details: {{4}}	
5		

Fig 28: Change the Base URL

Once done, click **Save** (5), and the app gets created.

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Step 10: In the WhatsApp Twilio chat, type Hi, and a welcome message appears, as shown below.



Fig 29: WhatsApp Conversation

You can now reply with the necessary action and get the desired response.

# CONNECT WITH US



www.motadata.com

support@motadata.com

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0	0			0		0									0	0	0	
													0					
0															0	0	0	
							0									0	0	
							0					0				0	0	
							o									0		