



# RBM Hub

## Template Management API Document

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## Document History

Version	Details	Prepared By	Date
1.0	First version of Document Created	Tejal Patil, Prashanth Hulsure, Sumit Sethi, Dipanjana Das	June-04-2024

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# Introduction

The RCS Template is a predefined set of RBM UI elements for e.g., a Rich Card with suggestions which can be used as a base for formulating messages in your campaign to the target audience.

Once a bot is created, the aggregator can create multiple templates against the bot and use them for running campaigns. You can add images, videos, and suggested actions for your template.

RBM Hub portal supports different types of templates:

- **Text Message:** The Text Message template supports simple text messages with suggested replies or actions. Text messages can contain up to 11 suggested replies or actions.
- **Rich Card Stand-alone:** The Rich Card Stand-alone template allows for the inclusion of a rich card: image, gif or video along with suggested replies and actions. A maximum of 4 suggestions can be included with the rich card in this template.
- **Rich Card Carousel:** The Rich Card Carousel template supports carousels with a minimum of two rich cards, with each featuring suggested replies and actions. For a scenario where you want to share various options, products, or services with your audience, the Rich Card Carousel template allows you to present up to 10 cards in the carousel with each card having upto 4 suggested replies or actions.

The RBM Hub platform provides APIs to developers to manage templates (submit, edit and delete) and retrieve the details of templates.

## Authentication and Authorization

The APIs are secured by the Dotgo Auth2 SSO service. To access RCS Template Management APIs, an access token with management scope needs to be provided.

Access token can be obtained from these APIs :

**POST : [https://auth.dotgo.com/auth/oauth/token?grant\\_type=client\\_credentials](https://auth.dotgo.com/auth/oauth/token?grant_type=client_credentials)**

To get the token, the username (**client id**) and password (**client secret**) of the user's account in the RBM Hub platform should be sent in the Authorization header as Basic authentication.

Please note that the client id and client secret of the account will be sent to the user via email once the account has been approved as an aggregator.

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## Multipart form-data

The "multipart/form-data" encoding type is used for forms that include binary data, such as an image or audio files. When a user submits a form with "multipart/form-data" encoding, the data is split into multiple parts and sent to the server in a way that preserves the binary data.

The data is then reassembled by the server and processed accordingly.

Since media is heavily used while defining the rich card standalone and carousel templates, all API requests are required to have multipart form-data. The files need to be uploaded as part of the attribute 'multimedia\_files' as described in later sections.

## Server Root

**Server Root:** <https://developer.dotgo.com/>

### 1. Submit a template

#### a. Text Message Template.

**Resource endpoint** :- {serverRoot}/directory/secure/api/v1/bots/{botId}/templates

This API is used to submit a Text Message template for approval.

**Request format:** URL: POST - {serverRoot}/directory/secure/api/v1/bots/{botId}/templates

**Path Variables** -

Field Name	Validation	Description	Remarks
botId*	-	Please use the botId, which you will receive as the client ID via an email with the subject "Client Registration is Successful.	e.g. OsOsQ0GwNvUdLT V9Bd

**Authorization:** Access Token obtained from Auth2 SSO service as Bearer token

**Request Parameters** :-

Field Name	Validation	Description	Remarks
name*	Max length 20 and should contain only alphanumeric chars , underscore.	Template name	e.g."wtcfinaleng"
type*	Type is predefined	Template type [text_message]	
templateUseCase	It should be either the below 4 values "Transactional" "Promotional" "OTP"  <b>Note:</b> The value for templateUseCase is case sensitive.	If agent type is Multi-Use then only pass templateUseCase	"Transactional" "Promotional" "OTP"
textMessageContent*	Max length is 2500 (including variables if any)	Template Text message with custom variables. Variables should be in square brackets ([variable_name])	e.g. "[Name], Time to go big or go home because it's India VS Australia FINALS!"
fallbackText	Max length is 160 (including variables if any)	Normal sms channel is used to push the message. Please Refer <a href="#">fallbackText</a>	E.g. Hi [name], your premium of [amount] is due on [date]. Please have sufficient funds in your account.
suggestionType	Suggestion type is predefined. For text message max 11 Suggestions allowed	Suggestion type is either of <a href="#">Suggestion type</a>	e.g.reply
displayText	Max length is 25 (including variables if any)	Suggestion display text	
Postback	Max Length 120 (including	Suggestion postback	



	variables if any)		
phoneNumber		Valid phone number	E.g +919876543212
url		Valid URL	E.g <a href="https://brandx.onelink.me/">https://brandx.onelink.me/</a>

### Request Sample (Without variables) - **multipart/form-data**

Key	Value
rich_template_data	<pre>{   "name": "wtcfinaleng",   "type": "text_message",   "textMessageContent": "Time to go big or go     home because it's India VS Australia FINALS!",   "fallbackText": "Hi, your premium of 785 is     due. Please have sufficient funds in your     account.",   "templateUseCase": "Transactional",   "suggestions": [     {       "suggestionType": "reply",       "displayText": "Click to Win",       "postback": "click_to_win"     },     {       "suggestionType": "url_action",       "url": "https://brandx.onelink.me/",       "displayText": "Answer and Win",       "postback": "answer_and_win"     },     {       "suggestionType": "dialer_action",       "phoneNumber": "+919876543212",       "displayText": "Call Now",       "postback": "call_now"     }   ] }</pre>

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**Request Sample (With variables) – multipart/form-data**

**//[Name] and [Offers] are the variables here . Custom Variable should contain only alphanumeric chars , underscore.**

Key	Value
<code>rich_template_data</code>	<pre>{   "name": "wtcfinaleng",   "type": "text_message",   "textMessageContent": "Hi [Name], Time to go big or go home because it's India VS Australia FINALS!",   "suggestions": [     {       "suggestionType": "reply",       "displayText": "Click to Win [Offers]",       "postback": "click_to_win"     },     {       "suggestionType": "url_action",       "url": "https://brandx.onelink.me/",       "displayText": "Answer and Win [Offers]",       "postback": "answer_and_win"     },     {       "suggestionType": "dialer_action",       "phoneNumber": "+919876543212",       "displayText": "Call Now [Offers]",       "postback": "call_now"     }   ] }</pre>

**Response Parameters (Along with the below, the request parameters will also be sent back ) –**

Field Name	Description	Remarks
------------	-------------	---------

error	Error response object that includes code, message and status below	
code	HTTP status code	
message	Error message	Eg., Template with name wtyggff45g is already present
status	HTTP status	E.g, Accepted , Bad request, Forbidden, Internal server error.
suggestionId	Suggestion id	E.g, BxEaKJyi_thurIBc42oPcg

## Response Samples –

### Ex 1- 202 Accepted

```
{
  "name": "wtcfinaleng",
  "type": "text_message",
  "textMessageContent": "Time to go big or go home because it's India VS Australia FINALS!",
  "fallbackText": "Hi [name], your premium of [amount] is due on [date]. Please have
    sufficient funds in your account.",
  "botId": "wrIM4c9gzJInvrF6TImd3w",
  "suggestions": [
    {
      "suggestionId": "sjjdqz_jacPvKJJMFUdug",
      "suggestionType": "reply",
      "displayText": "Click to Win",
      "postback": "click_to_win"
    },
    {
      "suggestionId": "artcFqz_jacPvKJJMiUdug",
      "suggestionType": "url_action",
      "url": "https://brandx.onelink.me/",
      "displayText": "Answer and Win",
      "postback": "answer_and_win"
    }
  ]
}
```

```
"suggestionId": "Wco6Fqz_jacPvKJJMFUdug",
"suggestionType": "dialer_action",
"phoneNumber": "+919876543212",
"displayText": "Call Now",
"postback": "call_now"
}
]
}
```

### Ex. 2 – 400 Bad Request

```
{
  "error": {
    "code": 400,
    "message": "Please provide a valid bot id",
    "status": "Bad Request"
  }
}
```

### HTTP Response Codes

Codes	Description
400	Bad Request
403	Forbidden
500	Internal server error
202	Accepted
405	Method Not Allowed
401	Unauthorized
429	Too Many Requests

### b. Rich Card Standalone

**Resource endpoint** :- {serverRoot}/directory/secure/api/v1/bots/{botId}/templates

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This API is used to submit a Rich Card standalone Message template for approval. Multimedia can be provided either as a url or multipart file upload. Either of one must be provided, if both are provided multipart file upload is considered url will be ignored.

**Request format:** URL: POST – {serverRoot}/directory/secure/api/v1/bots/{botId}/templates

**Path Variables –**

Field Name	Validation	Description	Remarks
botId*	-	Registered botId	e.g. OsOsQ0GwNvUdLT V9Bd

**Authorization:** Access Token obtained from Auth2 SSO service as Bearer token

**Request Parameters :-**

Field Name	Validation	Description	Remarks
multimedia_files	<a href="#">Media File Recommendation</a> <a href="#">s</a>	List of multipart files(image/video )	(Media file uploaded name and "fileName"/ "thumbnailFileName " must be same)
name*	Max length 20 and should contain only alphanumeric chars , underscore.	Template name	e.g." <a href="#">wtcfinaleng</a> "
type*	Type is predefined	Template type	rich_card
templateUseCase	It should be either the below 4 values "Transactional" "Promotional" "OTP"  <b>Note:</b> The value for templateUseCase is case sensitive.	If agent type is Multi-Use then only pass templateUseCase	"Transactional" "Promotional" "OTP"

fallbackText	Max length is 160 (including variables if any)	Normal sms channel is used to push the message. Please Refer <a href="#">fallbackText</a>	E.g. Hi [name], your premium of [amount] is due on [date]. Please have sufficient funds in your account.
orientation*	-	Card Orientation (VERTICAL,HORIZONTAL)	Eg., VERTICAL
alignment* (Applicable only for HORIZONTAL orientation)	If the orientation is HORIZONTAL, the alignment should be specified.	In case of HORIZONTAL orientation alignment should be (LEFT,RIGHT)	Eg., LEFT
height* (Applicable only for VERTICAL orientation)	If the orientation is VERTICAL, the height should be specified	Card Height (SHORT_HEIGHT,MEDIUM_HEIGHT)	Eg., SHORT_HEIGHT
cardTitle*	Max length 200 (including variables if any)	Card Title	
cardDescription*	Max length 2000 (including variables if any)	Card Description	
mediaUrl	Valid url which can be publicly accessible .(including variables if any)	<a href="#">Media Url</a>	E.g <a href="https://brandx.onelink.me/temp.mp4">https://brandx.onelink.me/temp.mp4</a>
thumbnailUrl	Valid url which can be publicly accessible .	<a href="#">thumbnail Url</a>	E.g <a href="https://brandx.onelink.me/temp.jpeg">https://brandx.onelink.me/temp.jpeg</a>
fileName	<a href="#">Media File Recommendation</a> <a href="#">s</a>	Media File	

thumbnailFileName	<a href="#">Media File Recommendation</a>	If the file type is video then need to give thumbnailFileName	
suggestionType	Suggestion type is predefined. A max of 4 Suggestions allowed	Suggestion type is either of <a href="#">Suggestion type</a>	e.g.reply
displayText	Max length 25 (including variables if any)	Suggestion display text with variables	
Postback	Max Length 120 (including variables if any)	Suggestion postback with variables	
phoneNumber		Valid phone number	E.g +919876543212
url		Valid URL	E.g <a href="https://brandx.onelink.me/">https://brandx.onelink.me/</a>

#### Request Sample (Without variables) - **multipart/form-data**

Key	Value
<b>multimedia_files</b>	Multimedia files (Media file uploaded name and "fileName"/ "thumbnailFileName" must be same)
<b>rich_template_data</b>	<pre>{   "name": "wtcfinaleng",   "type": "rich_card",   "fallbackText": "Hi, your premium of 785 is due. Please have sufficient funds in your account.",   "orientation": "VERTICAL",   "height": "SHORT_HEIGHT",   "standAlone": {     "cardTitle": "Keep calm &amp; BAT on!",     "cardDescription": "Time to go big or go home because it's India VS Australia FINALS!",</pre>

	<pre> "fileName": "Confirm_Email_Button.mp4", "thumbnailFileName": "Confirm_Email_Button.png", "suggestions": [   {     "suggestionType": "reply",     "displayText": "Answer &amp; Win",     "postback": "answer_win_1"   } ] } </pre>
--	---

### Request Sample (With variables) - **multipart/form-data**

//[Name] and [Prizes] are the variables here. [Custom Variable](#) should contain only alphanumeric chars , underscore.

Key	Value
<b>multimedia_files</b>	Multimedia files (Media file uploaded name and "fileName"/ "thumbnailFileName" must be same)
<b>rich_template_data</b>	<pre> {   "name": "wtcfinaleng",   "type": "rich_card",   "orientation": "VERTICAL",   "height": "SHORT_HEIGHT",   "standAlone": {     "cardTitle": "Keep calm &amp; BAT on!",     "cardDescription": "Hi [Name], Time to go big or go home because it's India VS Australia FINALS!",     "fileName": "Confirm_Email_Button.png",     "suggestions": [       {         "suggestionType": "reply",         "displayText": "Answer &amp; Win [Prizes]",         "postback": "answer_win_1"       }     ]   } } </pre>



	}
--	---

### Request Sample (With upload multimedia from url) - **multipart/form-data**

Key	Value
<code>rich_template_data</code>	<pre>{   "name": "wtcfinaleng",   "type": "rich_card",   "fallbackText": "Hi, your premium of 785 is     due. Please have sufficient funds in your     account.",   "orientation": "VERTICAL",   "height": "SHORT_HEIGHT",   "standAlone": {     "cardTitle": "Keep calm &amp; BAT on!",     "cardDescription": "Time to go big or go home       because it's India VS Australia FINALS!",     "mediaUrl":       "https://brandx.onelink.me/Confirm_Email_Butto       n.mp4",     "thumbnailUrl":       "https://brandx.onelink.me/Confirm_Email_Butto       n.png",     "suggestions": [       {         "suggestionType": "reply",         "displayText": "Answer &amp; Win",         "postback": "answer_win_1"       }     ]   } }</pre>

### Response Parameters (Along with the below, the request parameters will also be sent back) -

Field Name	Description	Remarks
error	Error response object that includes code, message and	

	status below	
code	HTTP status code	
message	Error message	Eg., Template with name wtyggff45g is already present
status	HTTP status	E.g,Accepted , Bad request , Forbidden, Internal server error
cardId	Card id	E.g, 83w0A3tvGXPzgm4vy0-Z SQ
suggestionId	Suggestion id	E.g, Wco6Fqz_jacPvKJJMFUd ug
mediaUrl	Media file URL of the uploaded image/video data. This URL will belong to the RBM Hub domain.	Publicly accessible media URL of the uploaded media. E.g, <a href="https://api.dotgo.com/images/8QX8ZPKJAEM05H29PZ0N.mp4">https://api.dotgo.com/images/8QX8ZPKJAEM05H29PZ0N.mp4</a>
thumbnailUrl	Thumbnail file URL of the uploaded image data. This URL will belong to the RBM Hub domain.	Publicly accessible media URL of the uploaded media. E.g, <a href="https://api.dotgo.com/images/GUTUAA8XS4XH0GTUUY14.jpg">https://api.dotgo.com/images/GUTUAA8XS4XH0GTUUY14.jpg</a>

### Response Sample -

#### Ex 1- 202 Accepted

```
{
  "name": "wtcfinaleng",
  "type": "rich_card",
  "botId": "wr1M4c9gzJInvrF6Tlmd3w",
  "orientation": "VERTICAL",
```

```
"height": "SHORT_HEIGHT",
"standAlone": {
  "cardId": "83w0A3tvGXPzgm4vy0-ZSQ",
  "cardTitle": "Keep calm & BAT on!",
  "cardDescription": "Hi [Name], Time to go big or go home because it's India VS Australia
    FINALS!",
  "mediaUrl": "https://botstore.info/rcs_message/media/8QX8ZPKJAEM05H29PZ0N.mp4",
  "thumbnailUrl":
    "https://botstore.info/rcs_message/media/GUTUAA8XS4XH0GTUUY14.jpeg",
  "suggestions": [
    {
      "suggestionId": "Wco6Fqz_jacPvKJJMFUdug",
      "suggestionType": "reply",
      "displayText": "Answer & Win [Prizes]",
      "postback": "answer_win_1"
    }
  ],
}
}
```

#### Ex. 2 – 400 Bad Request

```
{
  "error": {
    "code": 400,
    "message": "Please provide a valid bot id",
    "status": "Bad Request"
  }
}
```

#### HTTP Response Codes

Codes	Description
400	Bad Request
403	Forbidden

500	Internal server error
202	Accepted
405	Method Not Allowed
401	Unauthorized
429	Too Many Requests

### c. Rich Card Carousel

**Resource endpoint :-** {serverRoot}/directory/secure/api/v1/bots/{botId}/templates

This API is used to submit a Rich Card Carousel template for approval.

Multimedia can be provided either as a url or multipart file upload. Either of one must be provided, if both are provided multipart file upload is considered url will be ignored.

**Request format:** URL: POST – {serverRoot}/directory/secure/api/v1/bots/{botId}/templates

#### Path Variables –

Field Name	Validation	Description	Remarks
botId*	-	Registered botId	e.g. OsOsQ0GwNvUdLT V9Bd

**Authorization:** Access Token obtained from Auth2 SSO service as Bearer token

#### Request Parameters :-

Field Name	Validation	Description	Remarks
multimedia_files	<a href="#">Media File Recommendations</a>	List of multipart files(image/video )	(Media file uploaded name and "fileName"/ "thumbnailFileName

			" must be same)
name*	Max length 20 and should contain only alphanumeric chars , underscore .	Template name	e.g."brandXcar1"
type*	Type is predefined	Template type	carousel
templateUseCase	<p>It should be either the below 4 values</p> <p>"Transactional"</p> <p>"Promotional"</p> <p>"OTP"</p> <p><b>Note:</b> The value for templateUseCase is case sensitive.</p>	If agent type is Multi-Use then only pass templateUseCase	"Transactional" "Promotional" "OTP"
fallbackText	Max length is 160 (including variables if any)	Normal sms channel is used to push the message. Please Refer <a href="#">fallbackText</a>	E.g. Hi [name], your premium of [amount] is due on [date]. Please have sufficient funds in your account.
height*	-	Card Height (SHORT_HEIGHT, MEDIUM_HEIGHT)	Eg. SHORT
width*	-	Card width (SHORT_WIDTH, MEDIUM_WIDTH)	Eg., MEDIUM
cardTitle*	Max Length 200 (including variables if any)	Card Title	
cardDescription*	Max Length 2000 (including variables if any)	Card Description	

mediaUrl	Valid url which can be publicly accessible .(including variables if any)	<a href="#">Media Url</a>	E.g <a href="https://brandx.onelink.me/temp.mp4">https://brandx.onelink.me/temp.mp4</a>
thumbnailUrl	Valid url which can be publicly accessible .	<a href="#">thumbnail Url</a>	E.g <a href="https://brandx.onelink.me/temp.jpeg">https://brandx.onelink.me/temp.jpeg</a>
fileName	<a href="#">Media File Recommendations</a>	Media File	
thumbnailFileName	<a href="#">Media File Recommendations</a>	If the file type is video then need to give thumbnailFileName	
suggestionType	Suggestion type is predefined. A max of 4 Suggestions allowed	Suggestion type is either of <a href="#">Suggestion type</a>	e.g.reply
displayText	Max length 25 (including variables if any)	Suggestion display text	
Postback	Max Length 120 (including variables if any)	Suggestion postback	
phoneNumber		Valid phone number	E.g +919876543212
url		Valid URL	E.g <a href="https://brandx.onelink.me/">https://brandx.onelink.me/</a>

#### Request Sample (Without variables) - **multipart/form-data**

Key	Value
-----	-------

multimedia_files	Multimedia files (Media file uploaded name and "fileName"/ "thumbnailFileName" must be same)
rich_template_data	<pre> {   "name": "brandXcar1",   "fallbackText": "Hi, your premium of 785 is     due. Please have sufficient funds in your     account.",   "type": "carousel",   "height": "SHORT_HEIGHT",   "width": "MEDIUM_WIDTH",   "carouselList": [     {       "cardTitle": "Ditch the ordinary!",       "cardDescription": "Fashion-forward         sunglasses to amp up your look",       "fileName": "Confirm_Email_Button.png",       "suggestions": [         {           "suggestionType": "url_action",           "url": "https://brandx.onelink.me/",           "displayText": "Buy Now",           "postback": "buy_now"         }       ]     },     {       "cardTitle": "Step into the limelight!",       "cardDescription": "Choose from new arrival         sunglasses.",       "fileName": "Confirm_Email_Button.mp4",       "thumbnailFileName":         "Confirm_Email_Button.png",       "suggestions": [         {           "suggestionType": "dialer_action",           "phoneNumber": "+919876543212",           "displayText": "Call now",           "postback": "call_now"         }       ]     }   ] } </pre>

---

**Request Sample (With variables) - multipart/form-data**

///**[Name]** and **[Discount]** are the variables here. Custom Variable should contain only alphanumeric chars , underscore.

Key	Value
<code>multimedia_files</code>	Multimedia files (Media file uploaded name and "fileName"/ "thumbnailFileName" must be same)
<code>rich_template_data</code>	<pre>{   "name": "brandXcar1",   "type": "carousel",   "height": "SHORT_HEIGHT",   "width": "MEDIUM_WIDTH",   "carouselList": [     {       "cardTitle": "Ditch the ordinary!",       "cardDescription": "Hi [Name] Fashion-forward sunglasses to amp up your look",       "fileName": "Confirm_Email_Button.mp4",       "thumbnailFileName": "Confirm_Email_Button.png",       "suggestions": [         {           "suggestionType": "url_action",           "url": "https://brandx.onelink.me/",           "displayText": "Buy Now at [Discount] less",           "postback": "buy_now"         }       ]     },     {       "cardTitle": "Step into the limelight!",       "cardDescription": "Hi [Name], Choose from new arrival sunglasses.",       "fileName": "Confirm_Email_Button.png",       "suggestions": [         {           "suggestionType": "dialer_action",</pre>



	<pre>         "phoneNumber": "+919876543212",         "displayText": "Call now [Discount] Offers",         "postback": "call_now_offers"       }     ],   } ] } </pre>
--	--

**Request Sample (With upload multimedia from url) - multipart/form-data**  
**//[Name],[Image] and [Discount] are the variables here**

Key	Value
<span style="color: #c0392b;">multimedia_files</span>	Multimedia files (Media file uploaded name and "fileName"/ "thumbnailFileName" must be same)
<span style="color: #c0392b;">rich_template_data</span>	<pre> {   "name": "brandXcar1",   "type": "carousel",   "height": "SHORT_HEIGHT",   "width": "MEDIUM_WIDTH",   "carouselList": [     {       "cardTitle": "Ditch the ordinary!",       "cardDescription": "Hi [Name] Fashion-forward sunglasses to amp up your look",       "mediaUrl": "https://brandx.onelink.me/Confirm_Email_Butto n.mp4",       "thumbnailUrl": "https://brandx.onelink.me/Confirm_Email_Butto n.png",       "suggestions": [         {           "suggestionType": "url_action",           "url": "https://brandx.onelink.me/",           "displayText": "Buy Now at [Discount] less",           "postback": "buy_now"         }       ]     }   ] } </pre>

	<pre>         }       ]     },     {       "cardTitle": "Step into the limelight!",       "cardDescription": "Hi [Name], Choose from new arrival sunglasses.",       "mediaUrl": "https://brandx.onelink.me/[Image]",       "suggestions": [         {           "suggestionType": "dialer_action",           "phoneNumber": "+919876543212",           "displayText": "Call now [Discount] Offers",           "postback": "call_now_offers"         }       ],     }   ] } </pre>
--	--

**Response Parameters (Along with the below, the request parameters will also be sent back ) -**

Field Name	Description	Remarks
error	Error response object that includes code, message and status below	
code	HTTP status code	
message	Error message	Eg., Template with name wtyggff45g is already present
status	HTTP status	E.g,Accepted , Bad request , Forbidden, Internal server error

cardId	Card id	E.g, 83w0A3tvGXPzgm 4vy0-ZSQ
suggestionId	Suggestion id	E.g, Wco6Fqz_jacPvKJ JMFUdug
mediaUrl	Media file URL of the uploaded image/video data. This URL will belong to the RBM Hub domain.	Publicly accessible media URL of the uploaded data. E.g, <a href="https://api.dotgo.com/images/8QX8ZPKJAEM05H29PZ0N.mp4">https://api.dotgo.com/images/8QX8ZPKJAEM05H29PZ0N.mp4</a>
thumbnailUrl	Thumbnail file URL of the uploaded image data. This URL will belong to the RBM Hub domain.	Publicly accessible media URL of the uploaded data. E.g, <a href="https://api.dotgo.com/images/GUTUAA8XS4XH0GTUUY14.jpeg">https://api.dotgo.com/images/GUTUAA8XS4XH0GTUUY14.jpeg</a>

### Response Sample -

#### Ex 1- 202 Accepted

```
{
  "name": "brandXcar1",
  "type": "carousel",
  "botId": "wr1M4c9gzJInvrF6Tlmd3w",
  "height": "SHORT_HEIGHT",
  "width": "MEDIUM_WIDTH",
  "carouselList": [
    {
      "cardId": "83w0A3tvGXPzgm4vy0-ZSQ",
      "cardTitle": "Ditch the ordinary!",
      "cardDescription": "Fashion-forward sunglasses to amp up your look",
      "mediaUrl": "https://botstore.info/rcs_message/media/H6X8ZPKJAEM05H29PZ9N.jpeg",
      "suggestions": [
```

---

```

    {
      "suggestionId": "streFlwNFjODZMiaCIAODg",
      "suggestionType": "url_action",
      "url": "https://brandx.onelink.me/",
      "displayText": "Buy Now",
      "postback": "buy_now"
    }
  ],
},
{
  "cardId": "frw0A3tvGXPzgm4vy0-ZSQ",
  "cardTitle": "Step into the limelight!",
  "cardDescription": "Choose from new arrival sunglasses.",
  "mediaUrl": "https://botstore.info/rcs_message/media/8QX8ZPKJAEM05H29PZ0N.mp4",
  "thumbnailUrl":
    "https://botstore.info/rcs_message/media/GUTUAA8XS4XH0GTUUY14.jpeg",
  "suggestions": [
    {
      "suggestionId": "zOigZlwnFjODZMiaCIAODg",
      "suggestionType": "dialer_action",
      "phoneNumber": "+919876543212",
      "displayText": "Call now",
      "postback": "call_now"
    }
  ]
}
]
}

```

## Ex. 2 – 400 Bad Request

```

{
  "error": {
    "code": 400,
    "message": "Please provide a valid bot id",
    "status": "Bad Request"
  }
}

```

---

## HTTP Response Codes

Codes	Description
400	Bad Request
403	Forbidden
500	Internal server error
202	Accepted
405	Method Not Allowed
401	Unauthorized
429	Too Many Requests

## 2. Update a Template

### a. Update Text Template

**Resource endpoint** :- {serverRoot}/directory/secure/api/v1/bots/{botId}/templates/{name}

This API is used to update a Text Message template .

The template name must be Base64 URL Encoded.

Template name, type and botId cannot be modified and remain same as provided while creation.

All other template details need to be passed in request same as add template , if any details not passed in update api will be deleted from the template .

**Note** - All preexisting template details will be deleted and fresh entries will be created for template details (except name, type and botId).

**Request format**: URL: POST-{serverRoot}/directory/secure/api/v1/bots/{botId}/templates/{name}

**Path Variables** -

Field Name	Validation	Description	Remarks
------------	------------	-------------	---------

botId*	-	Registered botId	e.g. OsOsQ0GwNvUdLT V9Bd
name*	Max length 20	Template name Base 64 URL Encoded	e.g. <a href="#">wtcfinaleng</a> "

**Authorization:** Access Token obtained from Auth2 SSO service as Bearer token

**Request Parameters :-**

Field Name	Validation	Description	Remarks
templateUseCase	It should be either the below 4 values "Transactional" "Promotional" "OTP"  <b>Note:</b> The value for templateUseCase is case sensitive.	If agent type is Multi-Use then only pass templateUseCase	"Transactional" "Promotional" "OTP"
textMessageContent*	Max length 2500 (including variables if any)	Template Text message with variables. Variables should be in square bracket ([variable_name])	e.g. "[Name], Time to go big or go home because it's India VS Australia FINALS!"
suggestionType	Suggestion type is predefined. For text message max 11 Suggestions allowed	Suggestion type is either of <a href="#">Suggestion type</a>	e.g.reply
fallbackText	Max length is 160 (including	Normal sms channel is used to	E.g. Hi [name], your premium of

	variables if any)	push the message. Please Refer <a href="#">fallbackText</a>	[amount] is due on [date]. Please have sufficient funds in your account.
displayText	Max length is 25 (including variables if any)	Suggestion display text	
Postback	Max Length 120 (including variables if any)	Suggestion postback	
phoneNumber		Valid phone number	E.g +919876543212
url		Valid URL	E.g <a href="https://brandx.onelink.me/">https://brandx.onelink.me/</a>

### Request Sample - **multipart/form-data**

Key	Value
<code>rich_template_data</code>	<pre>{   "textMessageContent": "Time to go big or go home because it's India VS Australia FINALS!",   "fallbackText": "Welcome to test bot. Please click to explore more about the Bot features.",   "suggestions": [     {       "suggestionType": "reply",       "displayText": "Click to Win",       "postback": "click_to_win"     },     {       "suggestionType": "url_action",       "url": "https://brandx.onelink.me/",       "displayText": "Answer and Win",       "postback": "answer_and_win"     }   ] }</pre>

	<pre> "suggestionType": "dialer_action", "phoneNumber": "+919876543212", "displayText": "Call Now", "postback": "call_now"      }    ]  }</pre>
--	---

**Response Parameters (Along with the below, the request parameters will also be sent back ) -**

Field Name	Description	Remarks
error	Error response object that includes code, message and status below	
code	HTTP status code	
message	Error message	Eg., Template with name wtyggff45g is already present
status	HTTP status	E.g, Accepted , Bad request, Forbidden, Internal server error.
suggestionId	Suggestion id	E.g, BxEaKJyi_thurIBc42oPcg

### Response Samples -

#### Ex 1- 202 Accepted

```

{
  "name": "wtcfinaleng",
  "type": "text_message",
  "textMessageContent": "Time to go big or go home because it's India VS Australia FINALS!",
  "botId": "wrIM4c9gzJInvrF6Tlmd3w",
  "suggestions": [
    {
      "suggestionId": "sjjdqz_jacPvKJJMFUdug",
      "suggestionType": "reply",
      "displayText": "Click to Win",
    }
  ]
}
```



---

```
"postback": "click_to_win"
},
{
  "suggestionId": "artcFqz_jacPvKJJMiUdug",
  "suggestionType": "url_action",
  "url": "https://brandx.onelink.me/",
  "displayText": "Answer and Win",
  "postback": "answer_and_win"
},
{
  "suggestionId": "Wco6Fqz_jacPvKJJMFUdug",
  "suggestionType": "dialer_action",
  "phoneNumber": "+919876543212",
  "displayText": "Call Now",
  "postback": "call_now"
}
]
}
```

### Ex. 2 – 400 Bad Request

```
{
  "error": {
    "code": 400,
    "message": "Please provide a valid bot id",
    "status": "Bad Request"
  }
}
```

### HTTP Response Codes

Codes	Description
400	Bad Request
403	Forbidden
500	Internal server error
202	Accepted

405	Method Not Allowed
401	Unauthorized
429	Too Many Requests

## b. Update Rich Card Standalone Template

**Resource endpoint** :- {serverRoot}/directory/secure/api/v1/bots/{botId}/templates/{name}

This API is used to update a Rich Card Standalone.

The template name must be Base64 URL Encoded.

Template name, type and botId cannot be modified and remain same as provided while creation.

All other template details need to be passed in request same as add template , if any details not passed in update api will be deleted from the template .

Multimedia can be provided either as a url or multipart file upload. Either of one must be provided, if both are provided multipart file upload is considered url will be ignored.

**Note** - All preexisting template details will be deleted and fresh entries will be created for template details (except name, type and botId).

**Request format**: URL: POST- {serverRoot}/directory/secure/api/v1/bots/{botId}/templates/{name}

### Path Variables -

Field Name	Validation	Description	Remarks
botId*	-	Registered botId	e.g. OsOsQ0GwNvUdLT V9Bd
name*	Max length 20	Template name Base 64 URL Encoded	e.g." <a href="#">wtcfinaleng</a> "

**Authorization**: Access Token obtained from Auth2 SSO service as Bearer token

### Request Parameters :-

Field Name	Validation	Description	Remarks
multimedia_files	<a href="#">Media File Recommendations</a>	List of multipart files(image/video )	Media file uploaded name and "fileName"/ "thumbnailFileName " must be same
templateUseCase	<p>It should be either the below 4 values "Transactional" "Promotional" "OTP"</p> <p><b>Note:</b> The value for templateUseCase is case sensitive.</p>	If agent type is Multi-Use then only pass templateUseCase	"Transactional" "Promotional" "OTP"
fallbackText	Max length is 160 (including variables if any)	Normal sms channel is used to push the message. Please Refer <a href="#">fallbackText</a>	E.g. Hi [name], your premium of [amount] is due on [date]. Please have sufficient funds in your account.
orientation*	-	Card Orientation (VERTICAL,HORIZONTAL)	Eg., VERTICAL
alignment* (Applicable only for HORIZONTAL orientation)	If the orientation is HORIZONTAL, the alignment should be specified.	In case of HORIZONTAL orientation alignment should be (LEFT,RIGHT)	Eg., LEFT
height* (Applicable only for VERTICAL orientation)	If the orientation is VERTICAL, the height should be specified	Card Height (SHORT_HEIGHT,MEDIUM_HEIGHT)	Eg., SHORT_HEIGHT
cardTitle*	Max length 200 (including variables if any)	Card Title	

cardDescription*	Max length 2000 (including variables if any)	Card Description	
mediaUrl	Valid url which can be publicly accessible (including variables if any)	<a href="#">Media Url</a>	E.g <a href="https://brandx.onelink.me/temp.mp4">https://brandx.onelink.me/temp.mp4</a>
thumbnailUrl	Valid url which can be publicly accessible .	<a href="#">thumbnail Url</a>	E.g <a href="https://brandx.onelink.me/temp.jpeg">https://brandx.onelink.me/temp.jpeg</a>
fileName	<a href="#">Media File Recommendations</a>	Media File	
thumbnailFileName	<a href="#">Media File Recommendations</a>	If the file type is video then need to give thumbnailFileName	
suggestionType	Suggestion type is predefined. A max of 4 Suggestions allowed	Suggestion type is either of <a href="#">Suggestion type</a>	e.g.reply
displayText	Max length 25 (including variables if any)	Suggestion display text	
Postback	Max Length 120 (including variables if any)	Suggestion postback	
phoneNumber		Valid phone number	E.g +919876543212
url		Valid URL	E.g <a href="https://brandx.onelink.me/">https://brandx.onelink.me/</a>

---

**Request Sample (Without variables) - multipart/form-data**

Key	Value
<code>multimedia_files</code>	Multimedia files (Media file uploaded name and "fileName"/ "thumbnailFileName" must be same)
<code>rich_template_data</code>	<pre>{   "fallbackText": "Hi, your premium of 785 is     due. Please have sufficient funds in your     account.",   "orientation": "VERTICAL",   "height": "SHORT_HEIGHT",   "templateUseCase": "Transactional",   "standAlone": {     "cardTitle": "Keep calm &amp; BAT on!",     "cardDescription": "Time to go big or go home       because it's India VS Australia FINALS!",     "fileName": "Confirm_Email_Button.mp4",     "thumbnailFileName": "VAyR (1).gif",     "suggestions": [       {         "suggestionType": "reply",         "displayText": "Answer &amp; Win",         "postback": "answer_win_1"       }     ]   } }</pre>

**Request Sample (With upload multimedia from url) - multipart/form-data**

Key	Value
<code>rich_template_data</code>	<pre>{   "fallbackText": "Hi [name], your premium of     [amount] is due on [date]. Please have     sufficient funds in your account.",   "orientation": "VERTICAL",   "height": "SHORT_HEIGHT",   "standAlone": {     "cardTitle": "Keep calm &amp; BAT on!",</pre>

	<pre> "cardDescription": "Time to go big or go home because it's India VS Australia FINALS!", "mediaUrl": "https://brandx.onelink.me/Confirm_Email_Butto n.mp4", "thumbnailUrl": "https://brandx.onelink.me/Confirm_Email_Butto n.png", "suggestions": [   {     "suggestionType": "reply",     "displayText": "Answer &amp; Win",     "postback": "answer_win_1"   } ] } </pre>
--	--

**Response Parameters (Along with the below, the request parameters will also be sent back) -**

Field Name	Description	Remarks
error	Error response object that includes code, message and status below	
code	HTTP status code	
message	Error message	Eg., Template with name wtyggff45g is already present
status	HTTP status	E.g,Accepted , Bad request , Forbidden, Internal server error
cardId	Card id	E.g, 83w0A3tvGXPzgm4vy0-Z SQ

suggestionId	Suggestion id	E.g, Wco6Fqz_jacPvKJJMFUd ug
mediaUrl	Media file URL of the uploaded image/video data. This URL will belong to the RBM Hub domain.	Publicly accessible media URL of the uploaded media. E.g, <a href="https://api.dotgo.com/images/8QX8ZPKJAEM05H29PZ0N.mp4">https://api.dotgo.com/images/8QX8ZPKJAEM05H29PZ0N.mp4</a>
thumbnailUrl	Thumbnail file URL of the uploaded image data. This URL will belong to the RBM Hub domain.	Publicly accessible media URL of the uploaded media. E.g, <a href="https://api.dotgo.com/images/GUTUAA8XS4XH0GTUUY14.jpg">https://api.dotgo.com/images/GUTUAA8XS4XH0GTUUY14.jpg</a>

### Response Sample -

#### Ex 1- 202 Accepted

```
{
  "name": "wtcfinaleng",
  "fallbackText": "Hi [name], your premium of [amount] is due on [date]. Please have
    sufficient funds in your account.",
  "type": "rich_card",
  "botId": "wr1M4c9gzJInvrF6Tlmd3w",
  "orientation": "VERTICAL",
  "height": "SHORT_HEIGHT",
  "standAlone": {
    "cardId": "83w0A3tvGXPzgm4vy0-ZSQ",
    "cardTitle": "Keep calm & BAT on!",
    "cardDescription": "Hi [Name], Time to go big or go home because it's India VS Australia
      FINALS!",
    "mediaUrl": "https://botstore.info/rcs_message/media/8QX8ZPKJAEM05H29PZ0N.mp4",
    "thumbnailUrl":
      "https://botstore.info/rcs_message/media/GUTUAA8XS4XH0GTUUY14.jpeg",
    "suggestions": [
      {
        "suggestionId": "Wco6Fqz_jacPvKJJMFUdug",
```

---

```

        "suggestionType": "reply",
        "displayText": "Answer & Win [Prizes]",
        "postback": "answer_win_1"
    }
],
}
}

```

### Ex. 2 – 400 Bad Request

```

{
  "error": {
    "code": 400,
    "message": "Please provide a valid bot id",
    "status": "Bad Request"
  }
}

```

### HTTP Response Codes

Codes	Description
400	Bad Request
403	Forbidden
500	Internal server error
202	Accepted
405	Method Not Allowed
401	Unauthorized
429	Too Many Requests

### c. Update Rich Card Carousel Template

**Resource endpoint** :- {serverRoot}/directory/secure/api/v1/bots/{botId}/templates/{name}



---

This API is used to update a Rich Card Carousel template .

The template name must be Base64 URL Encoded.

Template name, type and botId cannot be modified and remain same as provided while creation.

All other template details need to be passed in request same as add template , if any details not passed in update api will be deleted from the template .

Multimedia can be provided either as a url or multipart file upload. Either of one must be provided, if both are provided multipart file upload is considered url will be ignored.

**Note** - All preexisting template details will be deleted and fresh entries will be created for template details (except name, type and botId).

**Request format:** URL: POST- {serverRoot}/directory/secure/api/v1/bots/{botId}/templates/{name}

**Path Variables** -

Field Name	Validation	Description	Remarks
botId*	-	Registered botId	e.g. OsOsQ0GwNvUdLT V9Bd
name*	Max length 20	Template name Base 64 URL Encoded	e.g." <a href="#">wtcfinaleng</a> "

**Authorization:** Access Token obtained from Auth2 SSO service as Bearer token

**Request Parameters :-**

Field Name	Validation	Description	Remarks
multimedia_files	<a href="#">Media File Recommendations</a>	List of multipart files(image/video )	Media file uploaded name and "fileName"/ "thumbnailFileName " must be same
templateUseCase	It should be either the below 4 values "Transactional"	If agent type is Multi-Use then only pass templateUseCase	"Transactional" "Promotional" "OTP"

	"Promotional" "OTP"  <b>Note:</b> The value for templateUseCases is case sensitive.		
fallbackText	Max length is 160 (including variables if any)	Normal sms channel is used to push the message. Please Refer <a href="#">fallbackText</a>	E.g. Hi [name], your premium of [amount] is due on [date]. Please have sufficient funds in your account.
cardTitle*	Max Length 200 (including variables if any)	Card Title	
cardDescription*	Max Length 2000 (including variables if any)	Card Description	
mediaUrl	Valid url which can be publicly accessible .(including variables if any)	<a href="#">Media Url</a>	E.g <a href="https://brandx.onelink.me/temp.mp4">https://brandx.onelink.me/temp.mp4</a>
thumbnailUrl	Valid url which can be publicly accessible .	<a href="#">thumbnail Url</a>	E.g <a href="https://brandx.onelink.me/temp.jpeg">https://brandx.onelink.me/temp.jpeg</a>
fileName	<a href="#">Media File Recommendations</a>	Media File	
thumbnailFileName	<a href="#">Media File Recommendations</a>	If the file type is video then need to give thumbnailFileName	
suggestionType	Suggestion type is predefined. A	Suggestion type is either of	e.g.reply

	max of 4 Suggestions allowed	<a href="#">Suggestion type</a>	
displayText	Max length 25 (including variables if any)	Suggestion display text	
Postback	Max Length 120 (including variables if any)	Suggestion postback	
phoneNumber		Valid phone number	E.g +919876543212
url		Valid URL	E.g <a href="https://brandx.onelink.me/">https://brandx.onelink.me/</a>

### Request Sample (Without variables) - **multipart/form-data**

Key	Value
<b>multimedia_files</b>	Multimedia files (Media file uploaded name and "fileName"/ "thumbnailFileName" must be same)
<b>rich_template_data</b>	<pre>{   "fallbackText": "Hi [name], your premium of [amount] is due on [date]. Please have sufficient funds in your account.",   "height": "SHORT_HEIGHT",   "width": "MEDIUM_WIDTH",   "carouselList": [     {       "cardTitle": "Ditch the ordinary!",       "cardDescription": "Fashion-forward sunglasses to amp up your look",       "fileName": "Button.mp4",       "thumbnailFileName": "Button.jpg",       "suggestions": [</pre>

	<pre>         {             "suggestionType": "url_action",             "url": "https://brandx.onelink.me/",             "displayText": "Buy Now",             "postback": "buy_now"         }     ] }, {     "cardTitle": "Step into the limelight!",     "cardDescription": "Choose from new arrival sunglasses.",     "fileName": "Confirm_Email_Button.mp4",     "thumbnailFileName": "Confirm_Email_Button.jpg",     "suggestions": [         {             "suggestionType": "dialer_action",             "phoneNumber": "+919876543212",             "displayText": "Call now",             "postback": "call_now"         }     ] } ] } </pre>
--	--

**Request Sample (With upload multimedia from url) - multipart/form-data**

Key	Value
rich_template_data	<pre> {     "height": "SHORT_HEIGHT",     "width": "MEDIUM_WIDTH",     "carouselList": [         {             "cardTitle": "Ditch the ordinary!",             "cardDescription": "Fashion-forward sunglasses to amp up your look", </pre>

	<pre> "mediaUrl": "https://brandx.onelink.me/Confirm_Email_Butto n.mp4", "thumbnailUrl": "https://brandx.onelink.me/Confirm_Email_Butto n.png", "suggestions": [ { "suggestionType": "url_action", "url": "https://brandx.onelink.me/", "displayText": "Buy Now", "postback": "buy_now" } ], { "cardTitle": "Step into the limelight!", "cardDescription": "Choose from new arrival sunglasses.", "mediaUrl": "https://brandx.onelink.me/[Image]", "thumbnailUrl": "https://brandx.onelink.me/Confirm_Email_Butto n.png", "suggestions": [ { "suggestionType": "dialer_action", "phoneNumber": "+919876543212", "displayText": "Call now", "postback": "call_now" } ] } ] } </pre>
--	--

**Response Parameters (Along with the below, the request parameters will also be sent back ) -**

Field Name	Description	Remarks
------------	-------------	---------

error	Error response object that includes code, message and status below	
code	HTTP status code	
message	Error message	Eg., Template with name wtyggff45g is already present
status	HTTP status	E.g,Accepted , Bad request , Forbidden, Internal server error
cardId	Card id	E.g, 83w0A3tvGXPzgm 4vy0-ZSQ
suggestionId	Suggestion id	E.g, Wco6Fqz_jacPvKJ JMFUdug
mediaUrl	Media file URL of the uploaded image/video data. This URL will belong to the RBM Hub domain.	Publicly accessible media URL of the uploaded data. E.g, <a href="https://api.dotgo.com/images/8QX8ZPKJAEM05H29PZ0N.mp4">https://api.dotgo.com/images/8QX8ZPKJAEM05H29PZ0N.mp4</a>
thumbnailUrl "Test"	Thumbnail file URL of the uploaded image data. This URL will belong to the RBM Hub domain.	Publicly accessible media URL of the uploaded data. E.g, <a href="https://api.dotgo.com/images/GUTUAA8XS4XH0GTUUY14.jpeg">https://api.dotgo.com/images/GUTUAA8XS4XH0GTUUY14.jpeg</a>

### Response Sample -

#### Ex 1- 202 Accepted

```
{
  "name": "brandXcar1",
```

---

```
"fallbackText": "Hi [name], your premium of [amount] is due on [date]. Please have
    sufficient funds in your account.",
"type": "carousel",
"botId": "wr1M4c9gzJInvrF6TImd3w",
"height": "SHORT_HEIGHT",
"width": "MEDIUM_WIDTH",
"carouselList": [
  {
    "cardId": "83w0A3tvGXPzgm4vy0-ZSQ",
    "cardTitle": "Ditch the ordinary!",
    "cardDescription": "Fashion-forward sunglasses to amp up your look",
    "mediaUrl": "https://botstore.info/rcs_message/media/H6X8ZPKJAEM05H29PZ9N.jpeg",
    "suggestions": [
      {
        "suggestionId": "streFlwNFjODZMiaCIAODg",
        "suggestionType": "url_action",
        "url": "https://brandx.onelink.me/",
        "displayText": "Buy Now",
        "postback": "buy_now"
      }
    ]
  },
  {
    "cardId": "frw0A3tvGXPzgm4vy0-ZSQ",
    "cardTitle": "Step into the limelight!",
    "cardDescription": "Choose from new arrival sunglasses.",
    "mediaUrl": "https://botstore.info/rcs_message/media/8QX8ZPKJAEM05H29PZ0N.mp4",
    "thumbnailUrl":
      "https://botstore.info/rcs_message/media/GUTUAA8XS4XH0GTUUY14.jpeg",
    "suggestions": [
      {
        "suggestionId": "zOigZlwNFjODZMiaCIAODg",
        "suggestionType": "dialer_action",
        "phoneNumber": "+919876543212",
        "displayText": "Call now",
        "postback": "call_now"
      }
    ]
  }
]
```

---

```
]
}
```

### Ex. 2 – 400 Bad Request

```
{
  "error": {
    "code": 400,
    "message": "Please provide a valid bot id",
    "status": "Bad Request"
  }
}
```

### HTTP Response Codes

Codes	Description
400	Bad Request
403	Forbidden
500	Internal server error
202	Accepted
405	Method Not Allowed
401	Unauthorized
429	Too Many Requests

## 3. Delete Template

**Resource endpoint** :- {serverRoot}/directory/secure/api/v1/bots/{botId}/deleteTemplate/{name}

This API is used to delete a template.

The name is the name of the template passed during submission.

The template name must be Base64 URL Encoded.



---

**Request format:** URL: POST-

{serverRoot}/directory/secure/api/v1/bots/{botId}/deleteTemplate/{name}

**Path Variables :**

Field Name	Validation	Description	Remarks
name*	Max length 20	Base64 URL Encoded Template name	e.g."wtcfinaleng"
botId*	-	Registered botId	e.g. OsOsQ0GwNvUdLTV9Bd

**Authorization:** Access Token obtained from Auth2 SSO service as Bearer token

**Response Parameters -**

error	Error response object that includes code, message and status below	
code	HTTP status code	
message	Error message / Success message	Eg., Please provide a valid bot id , Template {name} deleted successfully!
status	HTTP status	E.g,Ok , Bad request , Forbidden, Internal server error

**Sample Response -**

**Ex. 1 - 200 OK**

```
{  
  "message": "Template {name} deleted successfully! "  
}
```

**Ex. 2 - 400 Bad Request**

```
{  
  "error": {  
    "code": 400,  
  }  
}
```

```
"message": "Please provide a valid bot id",
"status": "Bad Request"
}
}
```

## 4. Get Template Details

**Resource endpoint** :- {serverRoot}/directory/secure/api/v1/bots/{botId}/templates/{name}

This API is used to get the details of a specified template.

The botId and the name are the same attributes that are passed during the template submission process.

The template name must be Base64 URL Encoded.

**Request format:** URL: GET-{serverRoot}/directory/secure/api/v1/bots/{botId}/templates/{name}

**Path Variables :**

Field Name	Validation	Description	Remarks
name*	Max length 20	Base64 URL Encoded Template name	e.g." <a href="#">wtcfinaleng</a> "
botId*	-	Registered botId	e.g. OsOsQ0GwNvUdLTV 9Bd

**Authorization:** Access Token obtained from Auth2 SSO service as Bearer token

**Response Parameters -**

error	Error response object that includes code, message and status below	
code	HTTP status code	
message	Error message	Eg., Template with name wtyggff45g is already present

status	HTTP status	E.g , Ok, Bad request ,Forbidden, Internal server error.
cardId	For rich_card and carousel types CardId will be present	E.g , sjjdqz_jacPvKJJMFUdu g
suggestionId	Suggestion id	E.g , sjjdqz_jacPvKJJMFUdu g
mediaUrl	Media file uploaded URL	
thumbnailUrl	Thumbnail file uploaded URL	

### Response Sample -

#### Ex 1- 200 OK

```
{
  "name": "wtcfinaleng",
  "type": "text_message",
  "textMessageContent": "Time to go big or go home because it's India VS Australia FINALS!",
  "botId": "wr1M4c9gzJInvrF6Tlmd3w",
  "status": "pending",
  "lastUpdate": "Jun 30, 2023",
  "suggestions": [
    {
      "suggestionId": "sjjdqz_jacPvKJJMFUdug",
      "suggestionType": "reply",
      "displayText": "Click to Win",
      "postback": "click_to_win"
    },
    {
      "suggestionId": "artcFqz_jacPvKJJMiUdug",
      "suggestionType": "url_action",
      "url": "https://brandx.onelink.me/",
      "displayText": "Answer and Win",
      "postback": "answer_and_win"
    }
  ]
}
```

---

```

    "suggestionId": "Wco6Fqz_jacPvKJJMFUdug",
    "suggestionType": "dialer_action",
    "phoneNumber": "+919876543212",
    "displayText": "Call Now",
    "postback": "call_now"
  }
]
}

```

### Ex. 2 – 400 Bad Request

```

{
  "error": {
    "code": 400,
    "message": "Please provide a valid bot id",
    "status": "Bad Request"
  }
}

```

### HTTP Response Codes

Codes	Description
400	Bad Request
403	Forbidden
500	Internal server error
200	OK
405	Method Not Allowed
401	Unauthorized
429	Too Many Requests

## 5. Fetch Template List for Bot

**Resource endpoint** :- {serverRoot}/directory/secure/api/v1/bots/{botId}/templates

This API is used to fetch the templates for a specified bot.

---

By default it will return all templates for that bot .

**Request format:** URL: GET- {serverRoot}/directory/secure/api/v1/bots/{botId}/templates

**Path variables :-**

Field Name	Validation	Description	Remarks
botId*	-	Registered botId	e.g. OsOsQ0GwNvUdLTV 9Bd

**Authorization:** Access Token obtained from Auth2 SSO service as Bearer token

**Response Parameters -**

error	Error response object that includes code, message and status below	
code	HTTP status code	
message	Error message	Eg., Please provide a valid bot id
status	HTTP status	E.g,Ok , Bad request , Forbidden, Internal server error
name	Template name	E.g Rich card 1
lastUpdate	Last update date	E.g Jun 29, 2023
status	Template status	E.g pending , approved , rejected
templateType	Template type	rich_card, carousel, text_message

**Sample Response -**

---

**Ex 1 – 200 Ok**

```
{
  "templateList": [
    {
      "name": "Rich card 1",
      "lastUpdate": "Jun 30, 2023",
      "status": "created",
      "templateType": "rich_card"
    },
    {
      "name": "Text template 1",
      "lastUpdate": "Jun 29, 2023",
      "status": "created",
      "templateType": "text_message"
    },
    {
      "name": "Rich card carousel",
      "lastUpdate": "Jun 28, 2023",
      "status": "created",
      "templateType": "carousel"
    }
  ]
}
```

**Ex. 2 – 400 Bad Request**

```
{
  "error": {
    "code": 400,
    "message": "Please provide a valid bot id",
    "status": "Bad Request"
  }
}
```

---

## 6. Get Template Status

### Resource endpoint :-

`{serverRoot}/directory/secure/api/v1/bots/{botId}/templates/{name}/templateStatus`

This API is used to fetch the status of a specified template..

The template name must be Base64 URL Encoded.

### Request format: URL:

`GET-{serverRoot}/directory/secure/api/v1/bots/{botId}/templates/{name}/templateStatus`

### Path Variables :-

Field Name	Validation	Description	Remarks
name*	Max length 20	Base64 URL Encoded Template name	e.g." <a href="#">wtcfinaleng</a> "
botId*	-	Registered botId	e.g. OsOsQ0GwNvUdLTV 9Bd

**Authorization:** Access Token obtained from Auth2 SSO service as Bearer token

### Response Parameters -

error	Error response object that includes code, message and status below	
code	HTTP status code	
message	Error message	Eg., Please provide a valid bot id
status	HTTP status	E.g,Ok , Bad request , Forbidden, Internal server error
templateStatus	Current Template status	E.g , created

---

### Sample Response -

#### Ex. 1 - 200 OK

```
{  
  "templateStatus": "created"  
}
```

#### Ex. 2 - 400 Bad Request

```
{  
  "error": {  
    "code": 400,  
    "message": "Please provide a valid bot id",  
    "status": "Bad Request"  
  }  
}
```

## 7. Uploading Media

Things to remember while you are submitting the campaign requirements to the RBM Hub Support team.

\*The media provided in the attribute multimedia\_files or url should follow the below guidelines:

1. **Rich-Card Standalone (Orientation:Vertical, Height:Short):** The image you specify must be 3:1 aspect ratio, have a max file size of 2MB, have an optimal resolution of 1440 pixels x 480 pixels, and should be a JPEG, JPG, PNG, or GIF. If the image you select doesn't meet these requirements, you'll have the opportunity to update it later. If you are uploading a video, the max file size is 10MB.
2. **Rich-Card Standalone (Orientation:Vertical, Height:Medium):** The image you specify must be 2:1 aspect ratio, have a max file size of 2MB, have an optimal resolution of 1440 pixels x 720 pixels, and should be a JPEG, JPG, PNG, or GIF. If the image you select doesn't meet these requirements, you'll have the opportunity to update it later. If you are uploading a video, the max file size is 10MB.
3. **Rich-Card Standalone (Orientation:Horizontal):** The image you specify must be 3:4 aspect ratio, have a max file size of 2MB, have an optimal resolution of 768 pixels x 1024 pixels, and should be a JPEG, JPG, PNG, or GIF, and be located at a publicly available URL. If the image you select doesn't meet these requirements, you'll have the opportunity to update it later. If you are uploading a video, the max file size is 10MB.



---

#### 4. Rich-Card Carousel

- a. **Card Height: Short, Card Width: Small** (Aspect Ratio 5:4, Optimal Resolution 960 x 720 px)
- b. **Card Height: Short, Card Width: Medium** (Aspect Ratio 2:1, Optimal Resolution 1440 x 720 px)
- c. **Card Height: Medium, Card Width: Small** (Aspect Ratio 4:5, Optimal Resolution 576 x 720 px)
- d. **Card Height: Medium, Card Width: Medium** (Aspect Ratio 4:3, Optimal Resolution 1440 x 1080 px)
- e. If you are uploading a video, the max file size is 5 MB
- f. If you are uploading a image, the max file size is 1MB

#### 5. Video Thumbnail

The thumbnail image you specify must be with a recommended file size of 40 KB and a recommended maximum size of 100 KB and should be a JPEG, JPG, PNG.

The thumbnail image in the attribute multimedia\_files should follow the below guidelines:

- a. Rich-Card Standalone (Orientation:Vertical, Height:Short): The thumbnail image you specify must be 3:1 aspect ratio.
- b. Rich-Card Standalone (Orientation:Vertical, Height:Medium): The thumbnail image you specify must be 7:3 aspect ratio.
- c. Rich-Card Standalone (Orientation:Horizontal): The thumbnail image you specify must be 25:33 aspect ratio.
- d. Rich-Card Carousel (SMALL\_WIDTH && MEDIUM\_HEIGHT) The thumbnail image you specify must be 4:5 aspect ratio.
- e. Rich-Card Carousel (SMALL\_WIDTH && SHORT\_HEIGHT) The thumbnail image you specify must be 5:4 aspect ratio.
- f. Rich-Card Carousel (MEDIUM\_WIDTH && SHORT\_HEIGHT) The thumbnail image you specify must be 2:1 aspect ratio.
- g. Rich-Card Carousel (MEDIUM\_WIDTH && MEDIUM\_HEIGHT) The thumbnail image you specify must be 4:3 aspect ratio.

---

## 8. Callback Notifications

All state changes of the template will be notified to the URL provided by the aggregator during account creation. This URL will be displayed in the Partner profile screen once you login to the [portal](#).

If you have not yet configured this URL, please get in touch with [rbm-support@dotgo.com](mailto:rbm-support@dotgo.com).

The recipient URL must be created with the POST method.

When the admin approves or rejects the template this callback API is called.

The status details about the template posted in **json** format are defined below.

The recipient is expected to send back status 200 OK on receiving these details.

If there is any error, the recipient's side can follow the standard error responses defined below.

### Request Parameters :

event	Template approval/rejection status	value : templateStatus
name	Template name	E.g Diwali_Offers
botId	Registered botId	e.g. OsOsQ0GwNvUdLTV9Bd
status	Template status	E.g pending , comment, rejected
templateType	Template type	rich_card, carousel, text_message
comment	Admin Comment	comment
lastUpdate	Last updated date	E.g Jun 29, 2023

### Sample Post Data -

```
{
  "event": "templateStatus",
  "statusDetails": {
    "name": "Diwali_Offers",
    "botId": "3T6be3nGg8gfABDm",
    "status": "rejected",
    "templateType": "rich_card",
    "comment": "Rejected by admin",
```

---

```
"lastUpdate":"Jun 29, 2023"
}
}
```

## HTTP Response Codes

Codes	Description
400	Bad Request
403	Forbidden
500	Internal server error
200	OK
405	Method Not Allowed

**Ex. 1 – 200 OK**

OK

### Ex. 2 – 400 Bad Request

```
{
  "error": {
    "code": 400,
    "message": "Required parameter statusDetails is missing",
    "status": "Bad Request"
  }
}
```

### Ex. 3 – 403 Forbidden

```
{
  "error": {
    "code": 403,
    "message": "Please provide a valid bot id",
    "status": "Forbidden"
  }
}
```

---

## 9. Suggestion Types

### Suggestion Type Common Data

The common data applies to any of the suggestions.

Field Name	Validation	Description	Remarks
displayText	Max length is 25 (including variables if any)	Suggestion display text	
Postback	Max Length 120 (including variables if any)	Suggestion postback	

**Specific Suggestion details for each type are as below:**

#### 1. Suggestion Reply

Users can tap a suggested reply to send the text reply back to the agent

Field Name	Validation	Description	Remarks
suggestionType	reply		e.g.reply

```
{  
  "suggestionType": "reply",  
  "displayText": "Click to Win",  
  "postback": "click_to_win"  
}
```

#### 2. Suggestion Action

Users can tap a suggested action to initiate the corresponding native action on the device.

##### 1) Dialer action

Opens the user's default dialer app with the agent-specified phone number (including country code) filled in. The phoneNumber also supports Toll-Free numbers (Country code is not required). You can also provide a custom variable in phoneNumber.

Field Name	Validation	Description	Remarks
suggestionType	dialer_action		e.g.dialer_action
phoneNumber		Valid phone number	E.g +919876543212

```
{
  "suggestionType": "dialer_action",
  "phoneNumber": "+919876543212",
  "displayText": "Call Now",
  "postback": "call_now"
}
```

## 2) URL Action

Opens the user's default web browser app to the given URL. If the user has an app installed that is registered as the default handler for the URL, then this app will be opened instead, and its icon will be used in the suggested action UI.

Field Name	Validation	Description	Remarks
suggestionType	url_action		e.g.url_action
url		Valid URL	E.g <a href="https://brandx.onelink.me/">https://brandx.onelink.me/</a>

```
{
  "suggestionType": "url_action",
  "url": "https://brandx.onelink.me/",
  "displayText": "Answer and Win",
  "postback": "answer_and_win"
}
```

## 3) View Location (Lat/Long)

Opens the user's default map app and selects the agent-specified location.

Field Name	Validation	Description	Remarks
suggestionType	view_location_latlong		e.g.view_location_latlong
latitude	within the range [-90, 90]	Valid latitude	E.g <a href="#">12.971599</a>
longitude	within the range [-180, 180]	Valid longitude	E.g <a href="#">77.594566</a>
label		label	

```
{
  "suggestionType": "view_location_latlong",
  "displayText": "View location",
  "postback": "view_location",
  "latitude": "12.971599",
  "longitude": "77.594566",
  "label": "test"
}
```

#### 4) View Location (query params)

Opens the user's default map app and searches around the user's location given an agent-specified query.

Field Name	Validation	Description	Remarks
suggestionType	view_location_query		e.g.view_location_query
query		Valid location name	E.g Bangalore

```
{
  "suggestionType": "view_location_query",
  "displayText": "View location",
  "postback": "view_location",
  "query": "Bangalore"
}
```

---

### 5) Share location

Opens the RCS app's location chooser so the user can pick a location to send to the agent.

Field Name	Validation	Description	Remarks
suggestionType	share_location		e.g.share_location

```
{  
  "suggestionType": "share_location",  
  "displayText": "locate you",  
  "postback": "share_location"  
}
```

### 6) Calendar Event

Opens the user's default calendar app and starts the new calendar event flow with the agent-specified event data pre-filled.

Field Name	Validation	Description	Remarks
suggestionType	calendar_event		e.g.calendar_event
startTime*	Time should be in below format yyyy-MM-dd HH:mm:ss	Start time of the event	E.g 2024-07-10 22:15:40
endTime*	Time should be in below format yyyy-MM-dd HH:mm:ss	End time of the event	E.g 2024-07-10 23:15:40
title*	Max length allowed is 2048	Event Title	
description*	Max length allowed is 2048	Event description	
timeZone		It is an optional field. If timeZone is not passed then we will take partners' preferred timeZone.	E.g Asia/Kolkata

---

```
{
  "suggestionType": "calendar_event",
  "displayText": "Celebration",
  "postback": "post_back",
  "startTime": "2024-07-10 22:15:40",
  "endTime": "2024-07-10 23:16:50",
  "title": "Birthday Celebration",
  "description": "Gathering together for celebrate birthday",
  "timeZone": "Pacific/Tongatapu"
}
```

## 10. Upload Multimedia from Url

Users can provide multimedia data as a URL also (another way is multipart file upload). URL should be a publicly accessible URL without any access token, the provided URL will be passed to Google RBM as it is.

Custom variables also can be passed with mediaUrl, but cannot be passed with thumbnailUrl. If a variable video is provided, it is the responsibility of the user to add a thumbnail to it.

## 11. Custom Variable

In order to personalize the content brands will send to end users, the Template APIs empowers the caller to create templates with custom parameters or variables. Custom Variables should be in square brackets[]. Only alphabets, numbers and underscore are allowed for eg., name, discount\_perc, coupon1\_code, coupon2\_code etc.. No space is allowed.

Custom Variable is allowed in following fields :

cardTitle, cardDescription, mediaUrl, textMessageContent

Suggestion displayText, postback, url, phoneNumber

## 12. FallbackText

Normal SMS(Short Message Service) channel is used to push the message.



