



## Viber Business API

### Precise Viber Business API Documentation

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## 1. OVERVIEW

This document will cover Precise Viber Business API Gateway details in order to connect, receive and send text and media related messages. This document is only applicable if the implementation by Precise is store and forward mechanism – all messages that are received from Viber will be forwarded as it is to the partner and all information that is received from partners will be pushed to Viber. The document covers the main features as below.

- Incoming Viber Messages
- Outgoing Viber Messages
- Delivery Report Call back

## 2. AUTHENTICATION

The Precise Viber API securely authenticates via bearer token. During the initial client on boarding process, these will be provided by your account manager. To be able to authenticate it's required to set the bearer token in the authorization HTTP header like: **Authorization: Bearer AbCdEf123456**. Where the string **AbCdEf123456** is the bearer authorization token. If no authentication header is present or if the bearer token is invalid, the API will respond with HTTP 401 Unauthorized.

## 3. HTTP ERRORS

Responses with status 400 Bad Request and 401 Unauthorized will present a JSON object in the body explaining the error. It has the following structure:

| Parameter Name | Description   | JSON Type |
|----------------|---|-----------|
| status         | Status of the request   | String    |
| details        | Human readable description of the error. Can be used for debugging. | String    |

## 4. BASE URL

The follow URL to be used for the Viber API.

<https://viber.tobeprecisesms.com/>

## 5. SESSION MESSAGES

Sessions is a conversation flow that allows you to communicate with a user in a defined time

frame. Mainly to be used for customer support purposes, sessions will open up a new channel of communication between you and your subscribers. The session rate will be applied ONLY if the user initiates the conversation. If you send a message and it turns into a session (due to the development of a conversation) the session will start from the first reply by you to the user. Session Billing: You will be billed per session and not per each delivered message. This will allow your team to send and receive multiple messages at a fixed per-session price.

Each session will be configured as follows:

- The session is set to a default period of 24 hours.
- Up to 60 messages can be sent in a single session. After 60 messages have been sent, a new session will begin automatically.
- You can send up to 10 messages in a row without the user's reply, otherwise the session will end.

## 6. SEND VIBER MESSAGE

Send Messages to Viber users via Precise Viber API, with below header information:

| Header Name   | Description                  | Required |
|---------------|------------------------------|----------|
| Authorization | Bearer token described above | Yes      |
| Content-Type  | application/json             | Yes      |

### REQUEST

Method: POST

URL: <https://viber.tobeprecisesms.com/SendMessage>

| Name         | Description  | JSON Type | Required                   |
|--------------|--|-----------|----------------------------|
| to           | To Mobile Number   | String    | Yes                        |
| text         | Message Content in case of Text Message. Max chars: 1000                                     | String    | Yes, if Text Message type  |
| message_type | Indicates type of message (Text/Image/File). "0" for Text , "1" Image and "2" indicates File | Integer   | No. Default 0              |
| image_url    | The URL where the image is located   | String    | Yes, if Image Message Type |
| action_url   | The external URL to which the navigation will take place up on clicking the Image.           | String    | No                         |
| caption      | Caption on the Image to which "action_url" will be linked as a button. Max chars: 30         | String    | No                         |

| Name      | Description   | JSON Type | Required                      |
|-----------|---|-----------|-------------------------------|
| file_name | The name of the document file   | String    | Yes, if message type is file. |
| file_url  | The URL where the document is located   | String    | Yes, if message type is file. |
| file_type | Type of file. ex.: Pdf, doc, docx etc.  | String    | Yes, if message type is file. |
| Ttl       | TTL(time to live) Indicates the message expiry period or the time to live in seconds. If not specified the default TTL configured at account level will be considered. Minimum value for TTL is 60 seconds. | Integer   | No                            |

**Response:**

Response will be a JSON object mentioning if the transaction was successful or not. Below some sample responses:

| Status | Response   |
|--------|--|
| 200    | <pre>{   "status": "OK",   "data":   {     "message_id": 1234567890,     "status": "Success",     "details": "Successfully Sent"   } }</pre> |
| 400    | <pre>{   "status": "Error",   "details": "Invalid destination number" }</pre>  |

|     |   |
|-----|---|
| 401 | <pre>{   "status": "Error",   "details": "Authorization failed" }</pre> |
|-----|---|

#### REQUEST BODY EXAMPLES:

##### 1. Sending a Text Message

```
{
  "to": "971501234567",
  "text": "Greetings from Precise"
}
```

##### 2. Sending an Image Message

```
{
  "to": "971501234567",
  "message_type": 1,
  "image_url": "https://image_url.jpg",
}
```

##### 3. Sending a File Message

```
{
  "to": "971501234567",
  "message_type": 2,
  "file_name": "ABC.pdf",
  "file_url": "https://smpp.org/SMPP_v3_4_Issue1_2.pdf",
  "file_type": "pdf"
}
```

##### 4. Sending an Image Button

```
{  
  "to": "971501234567",  
  "message_type": 1,  
  "image_url": "https://image_url.jpg",  
  "action_url": "https://www.google.com/",  
  "caption": "Click me"  
}
```

NOTE: Image Buttons are not allowed to send in a session conversation and in turn will be considered as an image when in a session.



## 7. INCOMING VIBER MESSAGE

Precise Gateway will push the received message from Viber user to the URL configured for your account. Please contact your account manger to configure the Callback URL.

Precise WhatsApp Gateway will PUSH the below request body in JSON format. It will always have the following structure:

### REQUEST:

Method: POST                      Partner URL (Ex. <http://xxxxxxxxx>)

```
{
  "from": "971501234567",
  "message_id": 123456789
  "text": "Hello bot I want to know something!",
  "media_file": "https://media_url.com",
  "token": "8c471ee639b908e6a8e57255bdbb091e"
}
```

**Token:** For Security reason, Precise gateway always send an encrypted token. Refer Generating token for each incoming message below.

| Parameter Name | Description                                  | JSON Type |
|----------------|--|-----------|
| from           | Mobile Number of the user                    | String    |
| message_id     | Generated message id for the inbound message | String    |
| text           | Message text from the user                   | String    |
| media_file     | URL of the image of file sent by the user    | String    |
| token          | Token generated for each message             | String    |

### Generating token for each incoming message

Precise Gateway will generate a token for each message and will send along with the message. You will validate the token and return 401(Unauthorized) response if the token is not valid.

The token will be the MD5 hash generated from the combination of *API\_UserID* and *Message\_id*.

| Name       | Description           | Type   |
|------------|-----------------------|--------|
| api_userid | Provided by the Brand | String |

|            |  |        |
|------------|--|--------|
| message_id | Generated message id for the inbound message by the precise WhatsApp Gateway | String |
|------------|--|--------|

## 8. DELIVERY REPORT CALLBACK

Precise Gateway will push the delivery status of a message to URL configured for your account. Please contact your account manager to configure the Delivery Callback URL.

The format of a delivery report is as follows:

### Request Format Body (JSON format)

```
{
  "from": "971501234567",
  "message_id": 123456789,
  "status": "Delivered",
  "token": "8c471ee639b908e6a8e57255bdbb091e"
}
```

| Parameter Name | Description   | JSON Type |
|----------------|---|-----------|
| from           | Mobile Number of the user                             | String    |
| message_id     | Generated message id for the inbound message          | String    |
| status         | Status of the message, Delivered or Viewed or Expired | String    |
| token          | Token generated for each message                      | String    |

## 9. FORMATTING MESSAGES

Viber allows you to format selected text inside your messages.

### 9.1 Italic

To *italicize* your message, place an underscore on both sides of the text, like so: `_text_`

### 9.2 Bold

To bold your message, place an asterisk on both sides of the text, like so: `*text*`

### 9.3 Strikethrough

To ~~strikethrough~~ your message, place a tilde on both sides of the text, like so: `~text~`

### 9.4 Monospace

To monospace your message, place three backticks on both sides of the text, like so: ````text````

NOTE: There must be a space between the last markdown symbol and the next word for the formatting to work. For example:

- `*Viber*business` will be `*Viber*business`
- `*Viber* business` will be `Viber business`

## 10. SUPPORT DETAILS

Should you require any clarification or support related to the WhatsApp Business API please feel free to write to [support@tobeprecisesms.com](mailto:support@tobeprecisesms.com)