



Qwil Messenger Butler App Admin Guide

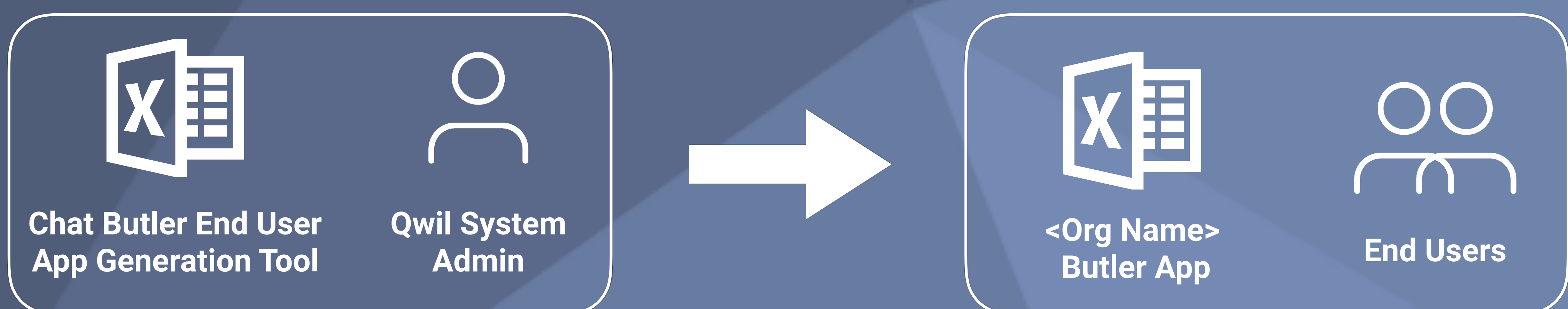


Introduction

Qwil Messenger includes the Butler functionality that can be utilised to provide centralised, one-way communication from your organisation to users.

In addition to using the Butler via our APIs, we also provide an excel based toolkit to take advantage of this capability.

This guide walks through the 5 step setup process. This involves your Qwil System Administrator using the Chat Butler End User App Generation Tool to generate a Butler App excel workbook that is correctly configured to access the butler at your organisation.



Some technical knowledge is required to complete these steps. To function properly, the excel workbooks must be setup with powerful API keys that provide elevated permission and access to your Qwil organisation. As such, particular care needs to be take with how these spreadsheet tools are securely stored and accessed in your organisation (outside of Qwil).

Be sure to secure the excel based tools within your company network infrastructure to only permit authorised users access to your Qwil APIs.



Step 1 - Create a Chat Butler End User App Generation Tool for your organisation

Download the **Chat Butler End User App Generation Tool** from our [Qwil Docs secure site](#). If you have forgotten your company credentials, please contact your Qwil Support representative.

This is an excel-based workbook that must be used with the Windows desktop version of MicroSoft Excel.

Once downloaded, rename the workbook to include your company name and password protect it with a complex password you will remember. This is highly recommended as the workbook will contain clear text parameters that are highly sensitive but required to create the end user workbook.

We also recommend that the workbook be stored in a location that is only accessible to Qwil System Administrators or technical support teams that need to maintain the end user tool (including upgrades).

Once you performed the above steps, open the workbook so you can populate the Qwil keys that you will generate in the next step.



Step 2 - Generate a System API Key

As a Qwil Administrator login to Qwil using the web client and create the necessary APIs keys.

To create a System API key for the tool, navigate to the **System API Keys** option on the **Organisation Settings** side menu.

Select **Create New** and populate and **Submit** the details for the key for your workbook as per the below screenshot. A CIDR block is an optional additional security control.

Once you generate the key and secret be sure to copy both of these values and paste them into the respective field cell in the excel workbook.

Once you click **Done** on this screen you will not be able to access the Key Secret again and will have to create new keys.

Create new System API Key

Name
Chat Butler Excel Tool

CIDR blocks

Permissions

- This key can export data
- This key can perform read-only admin actions
- This key can perform write-only admin actions

CANCEL SUBMIT

System API Key details

This is the only time that the System API Key secret can be viewed and copied. You cannot recover it later. However, you can create new System API Keys at any time.

System API Key Id: **PIDLWzzz1Estlt5riuvWzz01Q**

System API Key Secret
mIXgCzth2y3h3jwPqjgiiquWhnjEuYVqvLtPazLLgZpW5MeOhEqWDTg0fUbeI

DONE



Step 3 - Generate a Master User API Key

As a Qwil Administrator login to Qwil using the web client and create the necessary APIs keys.

To create a Master User API key for the tool, navigate to the **Master User API Keys** option on the **Organisation Settings** side menu.

Select **Create New** and populate and **Submit** the details for the key for your workbook as per the below screenshot. A CIDR block is an optional additional security control.

Once you generate the key and secret be sure to copy both of these values and paste them into the respective field cell in the excel workbook.

Once you click **Done** on this screen you will not be able to access the Key Secret again and will have to create new keys.

Create new Master User API Key

Name
Chat Butler Excel Tool

CIDR blocks

Permissions

- This key can perform read-only chat actions
- This key can perform write-only chat actions
- This key can export data
- This key can perform read-only contact actions

CANCEL SUBMIT

Master User API Key details

This is the only time that the Master User API Key secret can be viewed and copied. You cannot recover it later. However, you can create new Master User API Keys at any time.

Master User API Key Id: **BsxW3gfD3bf2L6Lv8BaGJrpn9**

Master User API Key Secret
CwOLOAcPdvLVPMYHg5b6MMiUDLI2r8xUL2H6Cz5883KBrH4Rgsnm2PX2

DONE



Step 4 - Populate the Configuration Parameters

In addition to the keys you will have pasted into the correct cells in the sheet, populate the other values.

The below table explains each parameter.

Field	Description	How to locate the value
Organisation Name	This is the name of your org. This value is used to populate the file note when you generate the end user tool.	This is the name of your organisations at it appears on the side menu in the app.
Organisation Region	This value is used in the API path to correctly connect to your organisation on Qwil Messenger.	As a system administrator, navigate to the Settings option on the Organisation Settings side menu. The region value is shown on the top of this page.
Master User API Key ID	This is the key generated in the previous step.	Refer to Step 3.
Master User API Key Secret	This is the key secret generated in the previous step.	Refer to Step 3.
System API Key ID	This is the key generated in the previous step.	Refer to Step 2.
System API Key Secret	This is the key secret generated in the previous step.	Refer to Step 2.
Workbook User Password	This is the password you want to have applied to the end user tool. This is required as even though you may restrict access to the file itself, this adds a layer of protection should the file be sent externally.	Manually create a complex password.
Admin UUID	This is the UUID of a system administrator at our organisation. It is used to test the keys have been correctly entered and configured before generating the end user app.	As a system administrator, navigate to the Staff option on the Organisation Settings side menu. Find your user record and copy the UUID from the page (<>).



Step 5 - Generate the User Butler App Workbook

Once you have populated the correct details, you need to test the keys are correctly configured and then generate the workbook.

To test the keys, press the **Set Keys** button in the workbook. If you have set everything up correctly, you will see a message “Keys are ready to use”.

If there is an error, please check that you have correctly setup the keys in Qwil and that you have also correctly pasted the corresponding values into the workbook.

Once your keys are set, press the **Generate App** button. This will create the end user workbook in the same directory where you currently have the Chat Butler End User App Generation Tool workbook.

If you have a copy already in this folder, please remember to ensure it is not a read only file and that it can be overwritten.

Change the file properties of the newly generated workbook to be set to read only. Your file is now ready to be shared with end users.

Within the workbook, you will find the instructions to send messages to your users via the Butler