



**BPA**  
Platform

Document Version 1.0

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# Retrieve Text Message Tool v1.0

## Release Notes

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## Revision History

Date	Name	Version	Comments
22 <sup>nd</sup> January 2019	Samantha Nair	0.1	Initial draft
30 <sup>th</sup> January 2019	Samantha Nair	1.0	Released version

# Introduction

## Purpose of the Document

To describe the new functionality included in this release.

## Build Information

The **Retrieve Text Message** tool is for use with BPA Platform 2018 or higher (formerly “TaskCentre”). Components have the version number 1.0.7241.0.

## New Features

**Retrieve Text Message** is a new BPA Platform tool, providing connectivity between BPA Platform and ToucanText for the purposes of retrieving inbound messages. Such messages can be in the form of inbound text messages or delivery receipts for text messages sent by the **Retrieve Text Message** tool.

**NOTE:** At the time of writing, delivery receipts for those text messages sent by the **Send Text Message** tool cannot be retrieved by the **Retrieve Text Message** tool.

The tool has a user-friendly interface, enabling mapping of BPA Platform data onto ToucanText objects. Delivery of the object and operation metadata to **Retrieve Text Message** tool is managed centrally, allowing changes and additions to the published metadata to be rolled out without the need for a new version of the tool.

For a detailed description of the various areas of functionality in the **Retrieve Text Message** tool, refer to the White Paper.

### Supported Objects and Operations

The ToucanText API exposes only a single object for mapping: **Message**.

Three operations are available for the **Message** object:

- **Send Message**
- **Retrieve Inbound Messages**
- **Retrieve Delivery Receipts**

### Replying to Inbound Text Messages

By mapping BPA Platform objects, you use the **Retrieve Text Message** tool to reply to inbound text messages (**Send Message** operation), for example, for marketing surveys. Note that the message body for this operation has a limit of 918 characters.

### Additional Consumable Property — MessageCount

The **Retrieve Text Message** tool exposes a step property that can be consumed by succeeding task steps — **MessageCount**.

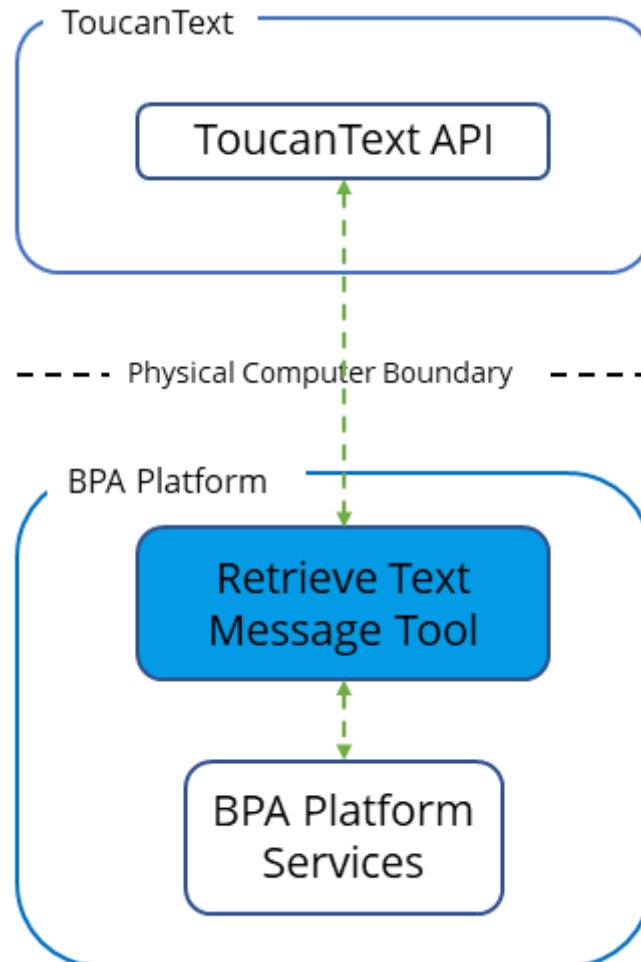
When exposed by a **Send Message** operation, this property returns the number of messages sent to the ToucanText API.

When exposed by a “retrieve” operation, this property returns whether the operation was successful (**1**) or not (**0**).

For more information, refer to the White Paper.

## Architecture

The diagram below provides a high-level system architectural overview of the **Retrieve Text Message** tool with BPA Platform and the ToucanText API:



The **Retrieve Text Message** tool must be installed on the same machine hosting the BPA Platform client that runs the Retrieve Text Message tasks, as well as the main BPA Platform server.

The **Retrieve Text Message** tool communicates with the ToucanText API. It is through this that messages inbound to ToucanText can be retrieved.

# Installation Instructions

## Prerequisites

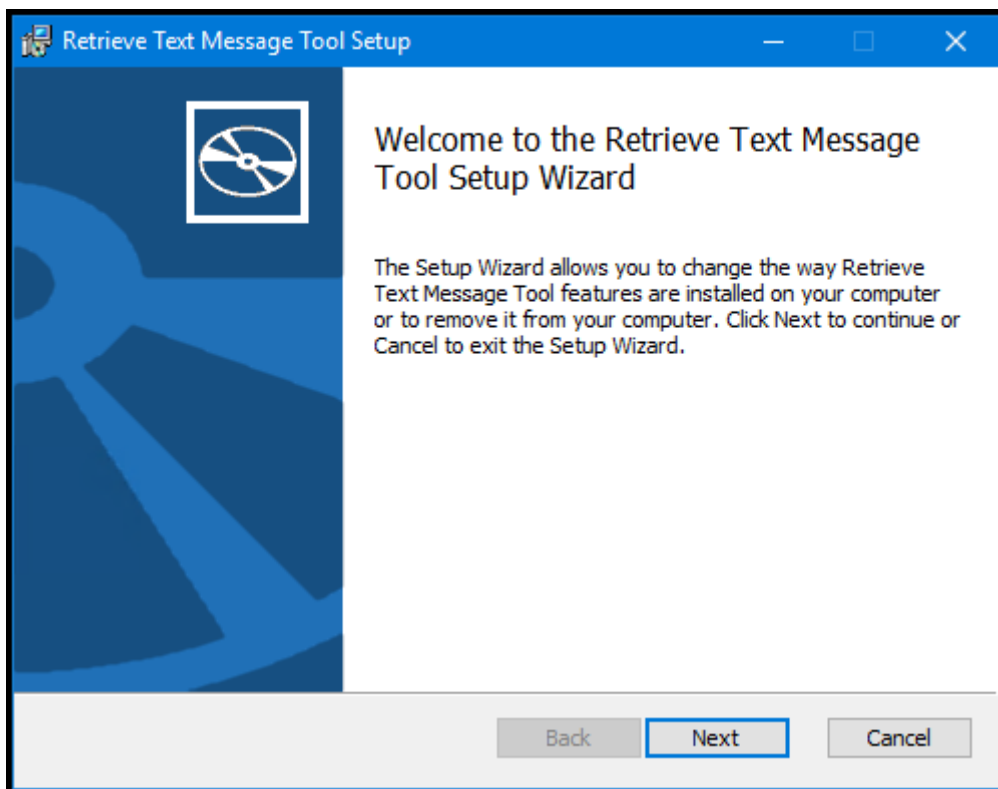
The **Retrieve Text Message** tool requires BPA Platform 2018 or higher.

## Installing the Retrieve Text Message Tool

The **Retrieve Text Message** tool must be installed on the BPA Platform server, and any remote BPA Platform client machines that run **Retrieve Text Message** tasks.

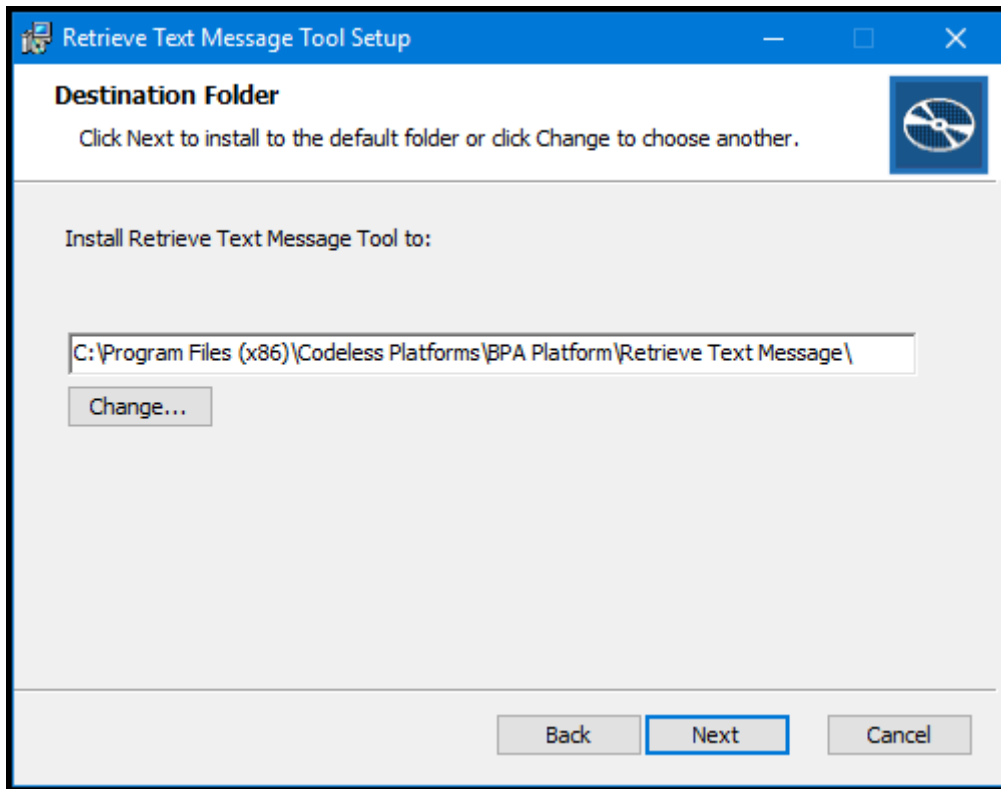
The following details the installation procedure for the **Retrieve Text Message** tool:

To launch the installer, double-click the **Retrieve Text Message Tool** installer package.

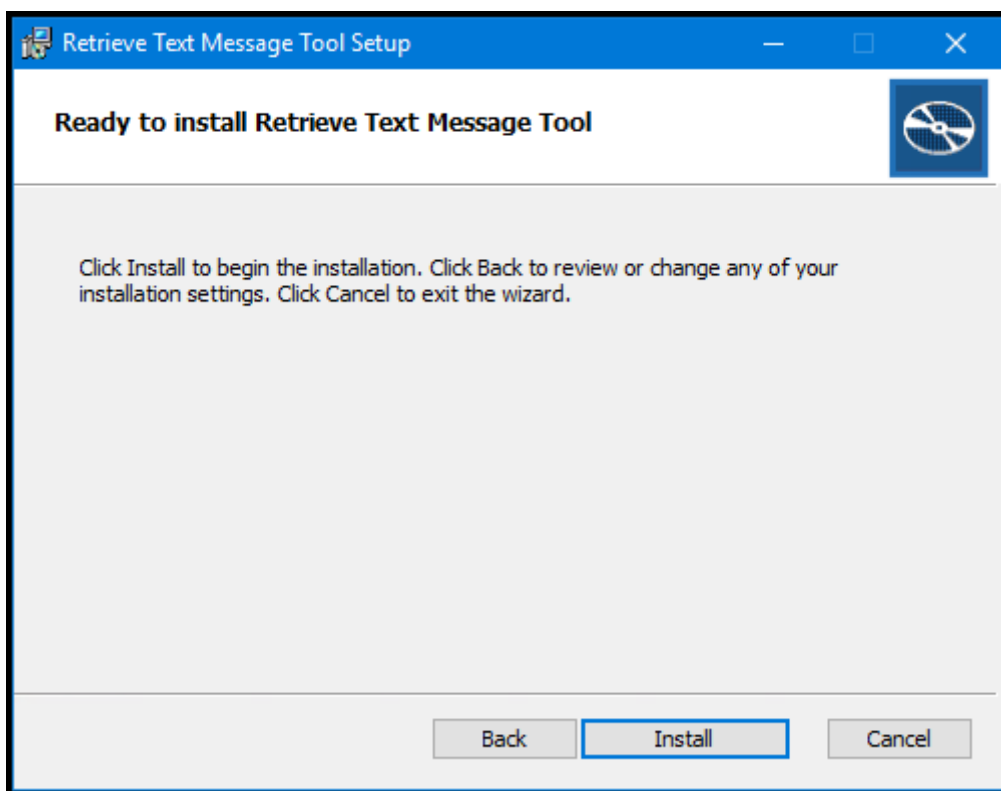


Click **Next** at the installation launch window to continue.

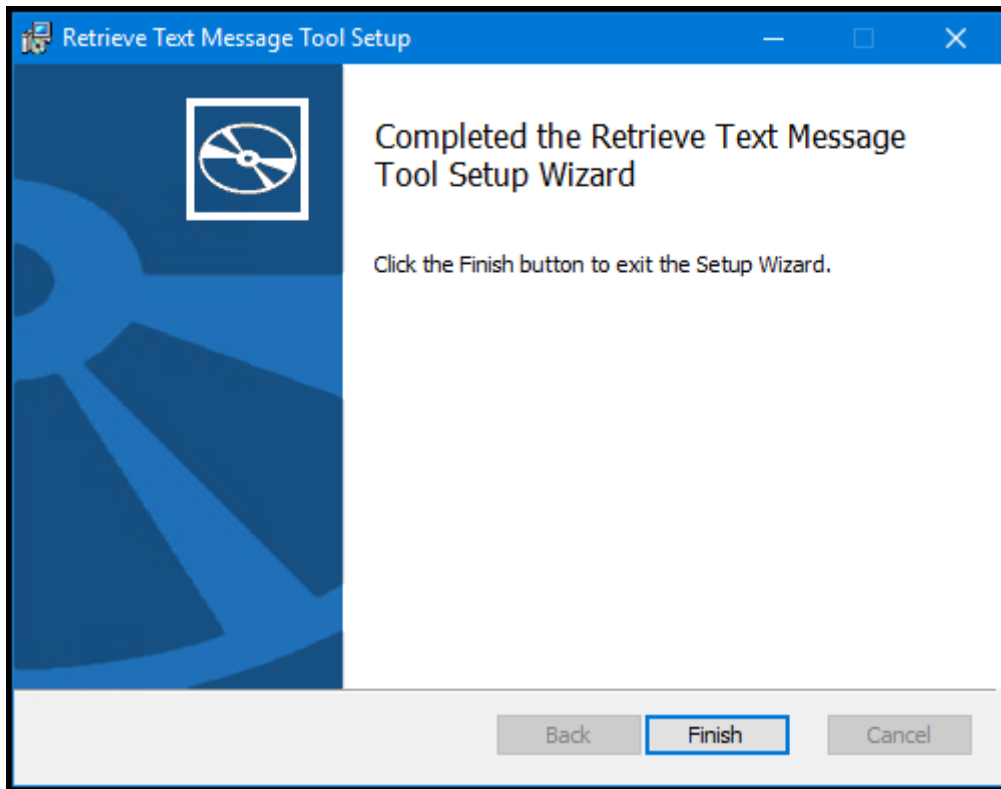




By default, the Retrieve Text Message tool is installed to the main product installation folder. If required, click **Change** to install to a non-default location, else click **Next**.



Click **Install** to begin the process. The status of the installation is displayed.



Click **Finish** to complete the installation.

### Reporting Installation Problems

If you have any problems installing this tool pack or upgrading your current version of BPA Platform, contact our Support team via <https://www.codelessplatforms.com/support/log-support-ticket/>.

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