Component Plugin for **Appian**

Appian Corporation

Version 1.0.0

Table of Contents

Overview

Securely communicate across your organization's preferred channels with encrypted, auditable messaging—all within Appian!

The use of non-compliant messaging platforms has led enterprises to face billions in regulatory fines. Symphony helps enable auditable, compliant messaging with clients via WhatsApp, WeChat and SMS. With seamless federation across prominent messaging and voice networks, Symphony delivers fast, compliance-enabled communication with clients within their preferred channels. As an industry leader, Symphony helps over a thousand financial institutions facilitate encrypted and compliant communication between clients while simultaneously eliminating internal communication silos.

Embedded Collaboration Platform (ECP)

Introducing new ways to improve workflow efficiency by embedding Symphony

Responding to clients and counterparties in real-time is vital for modern financial workflows. Embed Symphony within applications to facilitate collaboration and unlock external connectivity and workflow efficiency.

Key Takeaways

- Embedding Symphony into your existing applications allows you to seamlessly share content, initiate group chats and facilitate alerts and notifications.

- Engage third-party technology solutions and bot automations through Symphony's cloud-network and open API delivery.

- Integrate Symphony's ECP across a spectrum of financial services use cases, including wealth management, partners, client portals and more.

ECP is a paid solution and requires a Symphony license as a prerequisite. If you already have a Symphony license, please reach out to your account manager for more details.

If you are not currently a Symphony user, please click the link provided and submit the request form. A Symphony representative will get in touch to discuss.

Key Features and Functionality

Symphony's Embedded Collaboration Platform allows users to embed their Symphony communications within Appian's comprehensive process automation platform. Use this component to create financial communication workflows that are efficient, secure, and auditable. With instantaneous messaging to Symphony chats/channels, notifications, and a themeable interface, Appian's embedded Symphony component is the preferred way to communicate within your financial markets workflows.

Component: symphonyChatField()

Please see below for the various parameters associated with this component.

Important Note: A Partner ID will be provided by Symphony once the legal process is completed between your organization and Symphony. Please visit here for the Symphony ECP pricing plans.

Supported Browsers:

- Edge 85+
- Chrome 85+

Parameters

Name	Type	Description	Required
podName	Text	Provide the pod name of your Symphony instance.	Yes
partnerId	Text	Provide the partner ID provided by Symphony.	Yes
theme	Text	Provide a theme for the Symphony Chat Field. Valid values are : DARK, LIGHT, LOVING, MATRIX, SNOW_WHITE. Default : LIGHT. Note : If the DARK theme is selected make sure that the mode in settings is 'dark' and if 'LIGHT' theme is selected make sure that the mode in settings is 'light'.	No
mode	Text	Select the mode in which the Symphony Chat Field should render. **Please note that only focus mode is only supported for specific streams.** **Valid values:** Focus, Collaboration. **Focus mode:** A single chat is displayed. (**streamId** option is **required** in **settings**	No

		parameter when the mode is Focus). **Collaboration mode:** The full list of chat conversations is displayed, allowing the user to switch chat conversations, create a room, search for users or rooms, view unread messages, etc. **Default:** collaboration.	

settings	Dictionary	Provide the configuration settings as follows :
		{
		  streamId: Provide the Stream ID of the chat to be opened when component loads,
		  canAddPeople: boolean. *Default : false,*
		condensed: boolean *Default : true,*
		condensedMessageBelowName: boolean. *Default : true ,*
		 ecpLoginPopup: boolean. *Default : false,*
		mode: 'light' | 'dark' | undefined. *Default : light,*
		showAttach: boolean. *Default : true,*
		showEmoji: boolean. *Default : true,*
		 showSuppressMessage: boolean. *Default : true,*
		showSystemMessages: boolean. *Default : false,*
		 sound: boolean. *Default : false.*
		
		The following will be available in Focus mode only :
		 showChatSearch: boolean. Default : true,
		showBookmarkMessage: boolean. Default : true,
		 showCompose: boolean. *Default : true,*
		showDisableInput: boolean. *Default : true,*
		showEditor: boolean. *Default : true,*
		showTitle: boolean. *Default : true,*
		 showInfo: boolean. *Default : true,*
		showMembers: boolean. *Default : true,*
		showProfilePopover: boolean. *Default : true,*
		symphonyLogo: boolean. *Default : true,*
			No

		The following will be available Collaboration mode only : allowChatCreation: boolean. *Default : false*. } Refer https://symphony-1.gitbook.io/embedded-collaboration-platform-private/embedded-collaboration-platform/configuration-parameters for more details.	