

Dialong Telegram Notifications Guide

Installing

Installing the Dialong Telegram Notifications from Marketplace

1. Go to **Application Hub**
2. Click **New application**
3. Select **Marketplace powered**
4. Select the application **Dialong Telegram Notifications**
5. Click **Install**

Installing the Dialong Telegram Notifications from File

1. Go to **Application Hub**
2. Click **New application**
3. Select **Install from file**
4. Click **Select file**
5. Select the **Dialong Telegram Notifications** application received from Dialong tech support
6. Click **Open**

Getting Started

1. Create a Telegram Bot via BotFather to Enable Notification Delivery

To enable Telegram notifications from the Creatio, you need to create your own bot using BotFather – the official Telegram bot for managing other bots. Follow the steps below:

Step-by-step instructions:

1. [Open BotFather](#)
Go to Telegram and open the BotFather chat.
2. **Start the bot**
Click **Start** or type `/start` to begin interacting with BotFather.
3. **Create a new bot**
Type `/newbot` and follow the prompts:
 - Enter a **name** for your bot (this is what users will see).
 - Enter a **username** that ends with `bot` (e.g., `mycompany_notifications_bot`).

4. Copy your bot token

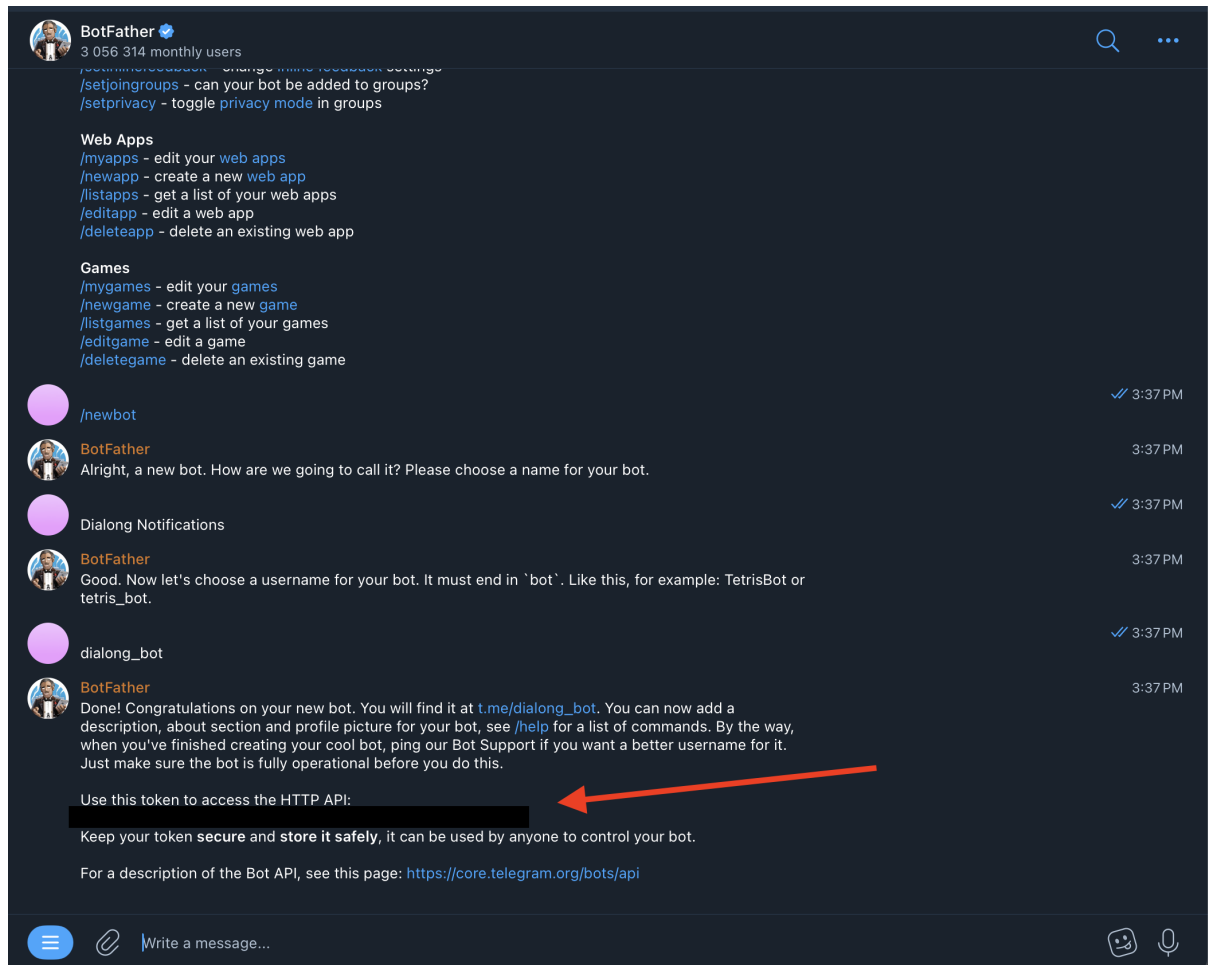
After creation, BotFather will send you a **token**. Copy and securely store it – you will need it for integration with the application.

5. (Optional) Set a profile picture and description

You can use `/setuserpic`, `/setdescription`, and `/setabouttext` commands in BotFather to customize your bot.

6. Test your bot

Search for your bot in Telegram using its username and click **Start**. This is necessary for your Telegram account to be recognized as a recipient of notifications



2. Configure the Bot Token in the Application Settings

After creating your Telegram bot, you need to configure the necessary system settings in Creatio so the application can use your bot to send notifications.

Steps to configure:

1. Go to the System Settings section in Creatio

- Open the System Designer (the gear icon in the top-right corner).

- Under System setup, click on "System settings".

2. Find and fill in the following settings:

- **ItfTelegramBotLink**

The screenshot shows the 'Link to Telegram bot' configuration window in the Creatio application. The left sidebar contains a list of modules: CRM, Calendar, Tasks, Accounts, Contacts, Campaigns, Email, Leads, Opportunities, Orders, Cases, Knowledge base, and Dialog chats. The main content area has a 'CLOSE' button at the top left. Below it, the configuration fields are as follows:

- Name***: Link to Telegram bot
- Type***: Unlimited length text
- Default value**: https://t.me/dialog_bot
- Description**: (empty field)
- Code***: ItfTelegramBotLink
- Cached**: ☒
- Save value for current user**: ☐

Below the fields, there are three sections for access permissions:

- Access for reading for internal users** (with a help icon):
 - ☒ Allow for all
 - ☐ Restrict for all
 - ☐ Allow by operation
- Access for modification for internal users** (with a help icon):
 - ☒ Allow for all
 - ☐ Restrict for all
 - ☐ Allow by operation
- Access for external users**:
 - ☐ Allow reading for portal users

Enter the full link to your bot in the format
https://t.me/YourBotUsername.

- **ItfTelegramBotName**

The screenshot shows the 'Telegram bot name' configuration window in the Creatio application. The left sidebar is the same as in the previous screenshot. The main content area has a 'CLOSE' button at the top left. Below it, the configuration fields are as follows:

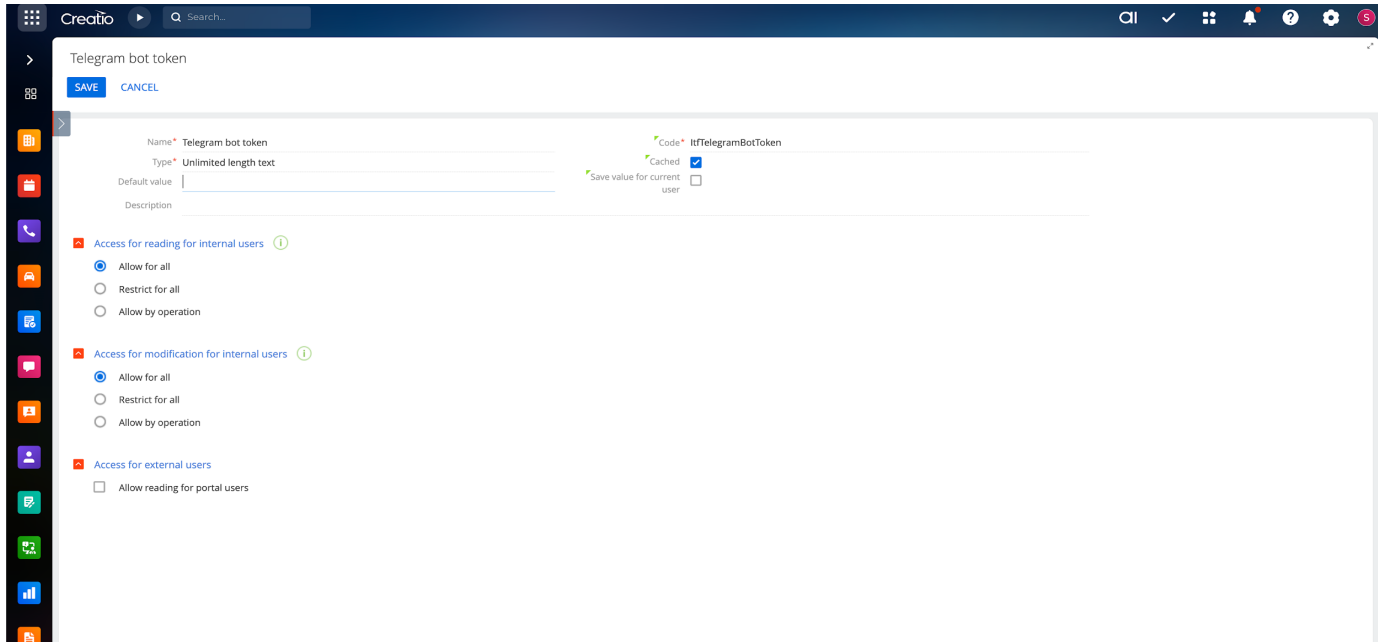
- Name***: Telegram bot name
- Type***: Text (50 characters)
- Default value**: Dialog Notifications
- Description**: Please enter the bot name without @
- Code***: ItfTelegramBotName
- Cached**: ☒
- Save value for current user**: ☐

Below the fields, there are three sections for access permissions:

- Access for reading for internal users** (with a help icon):
 - ☒ Allow for all
 - ☐ Restrict for all
 - ☐ Allow by operation
- Access for modification for internal users** (with a help icon):
 - ☒ Allow for all
 - ☐ Restrict for all
 - ☐ Allow by operation
- Access for external users**:
 - ☐ Allow reading for portal users

Enter the name of your bot (as you defined it in BotFather).
(Example: *My Company Notifications*)

- **ItfTelegramBotToken**



The screenshot shows the 'Telegram bot token' configuration window in the Creatio application. The window has a dark blue header with the 'Creatio' logo and a search bar. Below the header, there are 'SAVE' and 'CANCEL' buttons. The main content area is divided into two columns. The left column contains fields for 'Name*' (set to 'Telegram bot token'), 'Type*' (set to 'Unlimited length text'), 'Default value', and 'Description'. The right column contains a 'Code*' field (set to 'ItfTelegramBotToken'), a 'Cached' checkbox (checked), and a 'Save value for current user' checkbox (unchecked). Below these fields, there are three sections for access permissions, each with a red 'x' icon and a green 'i' icon. The first section is 'Access for reading for internal users' with options 'Allow for all' (selected), 'Restrict for all', and 'Allow by operation'. The second section is 'Access for modification for internal users' with the same options. The third section is 'Access for external users' with a checkbox for 'Allow reading for portal users'.

Paste the token you received from BotFather.

3. Click “Save” after filling each field.

Once saved, your application will be connected to your Telegram bot and ready to send notifications.

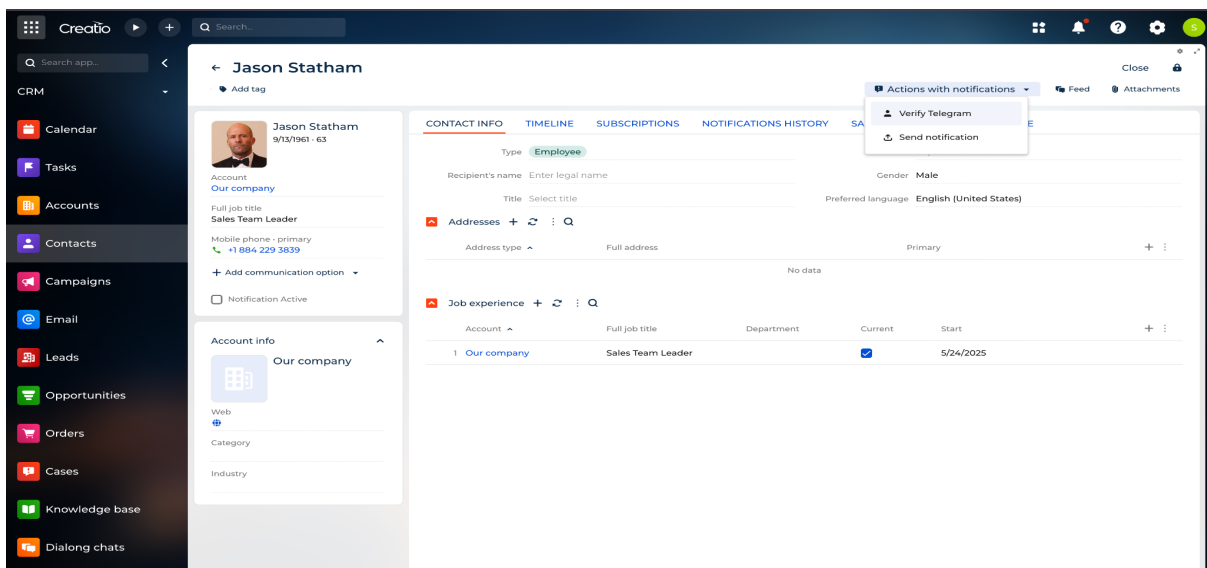
3. Verify Telegram for Contacts to Enable Notifications

Before sending Telegram notifications to a contact, you must complete a two-way verification process. This ensures that the contact explicitly confirms communication with your bot.

Steps to verify a contact:

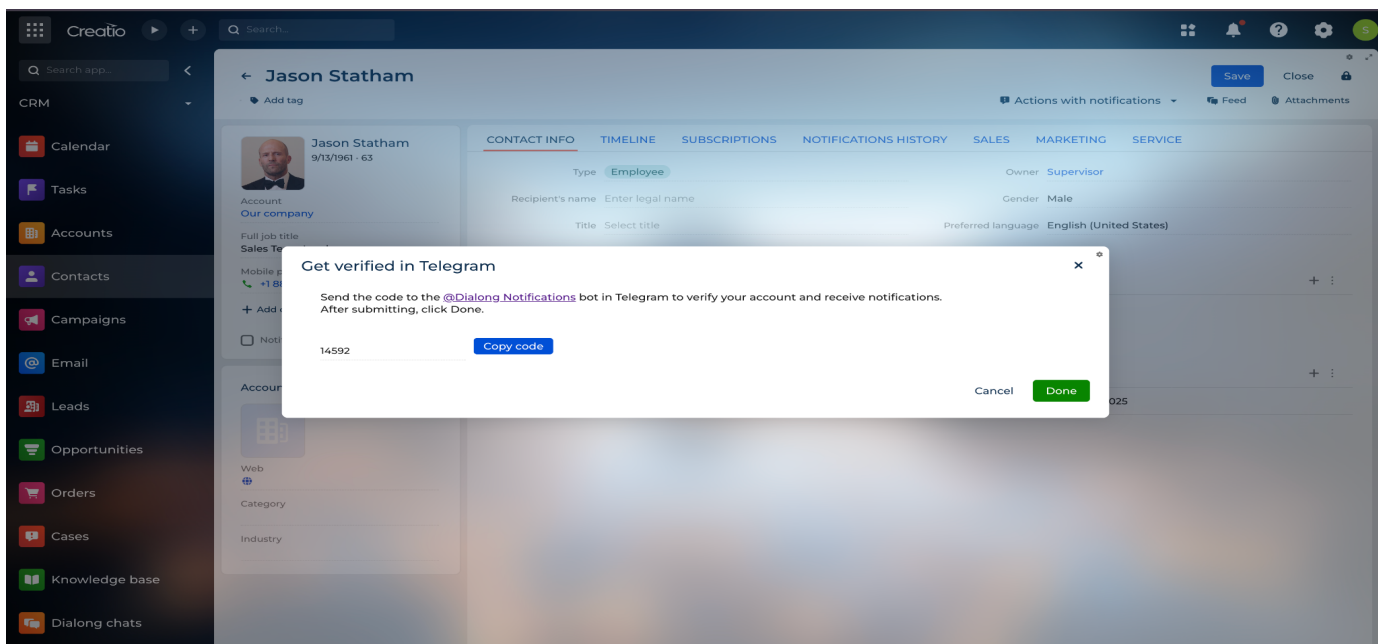
1. **Open the contact record**
 - Go to the **Contacts** section in Creatio.
 - Find and open the contact you want to verify.
2. **Initiate Telegram verification**
 - In the contact record, click the **"Actions with notification"** button.

- Select **"Verify Telegram"** from the dropdown menu.



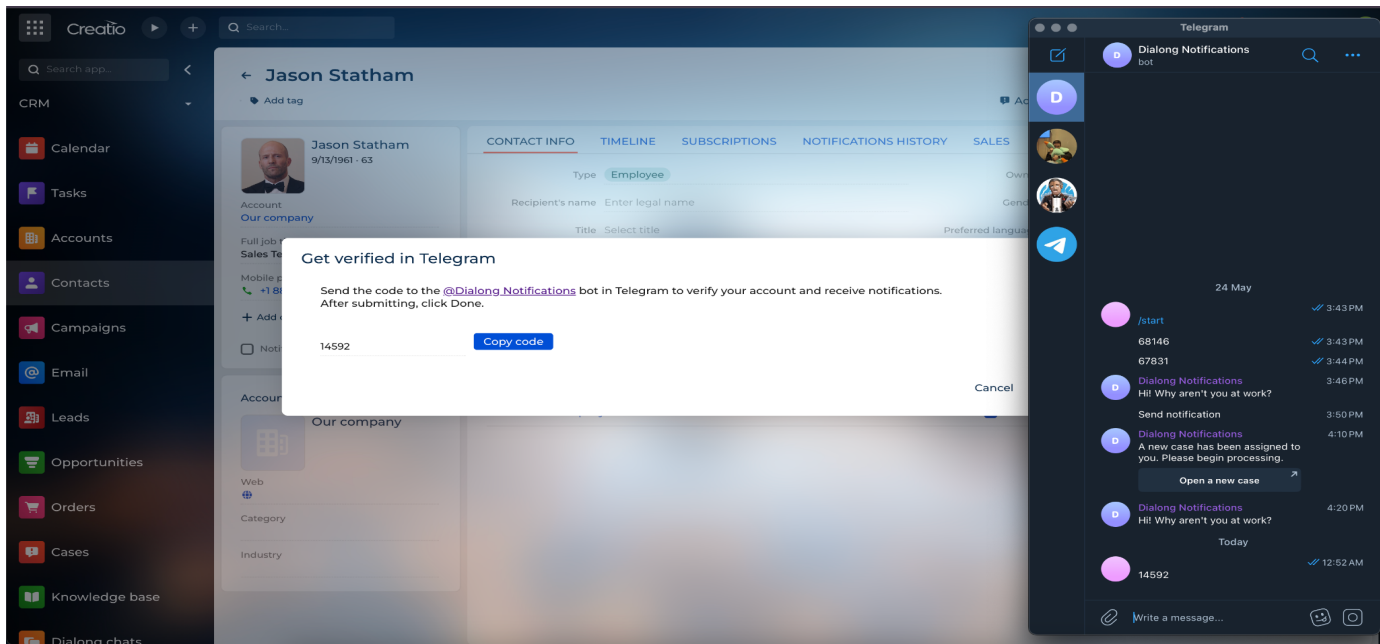
3. Copy the verification code

- A unique **verification code** will appear in a pop-up or on the screen.
- This code is linked to the specific contact and is required to complete the verification.



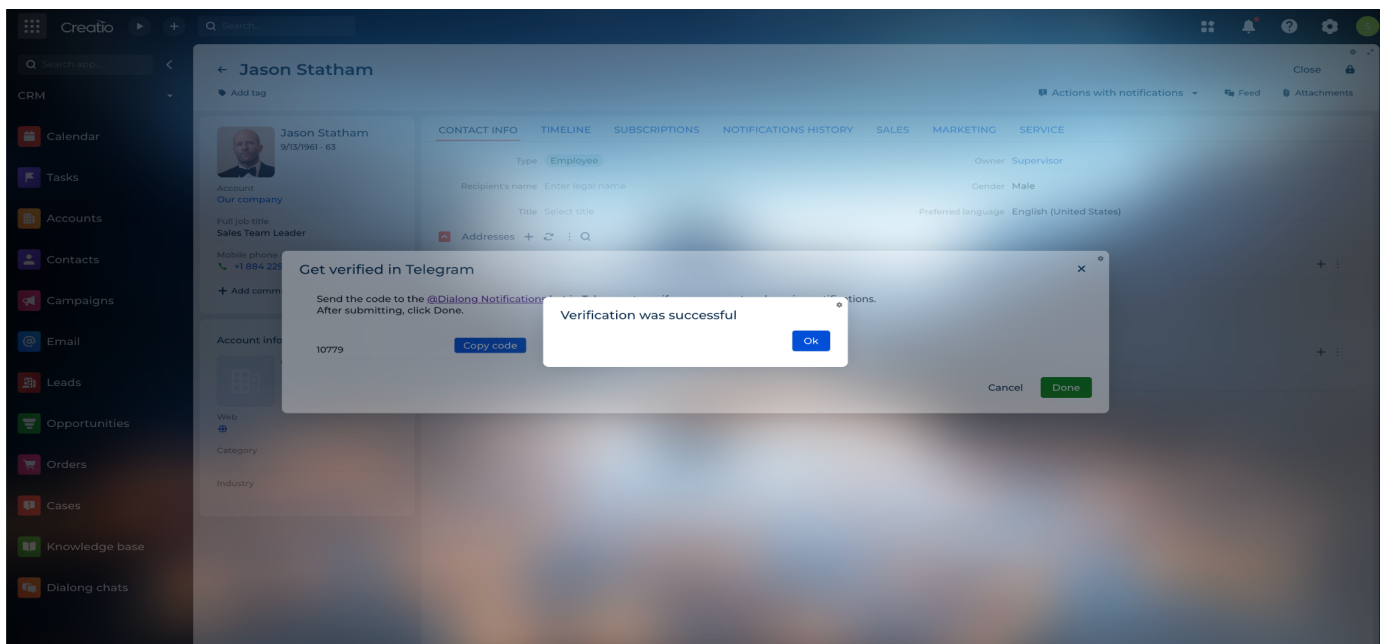
4. Send the code to your bot via Telegram

- Ask the contact to open your bot in Telegram.
- The contact must **send the verification code** to the bot in a chat.



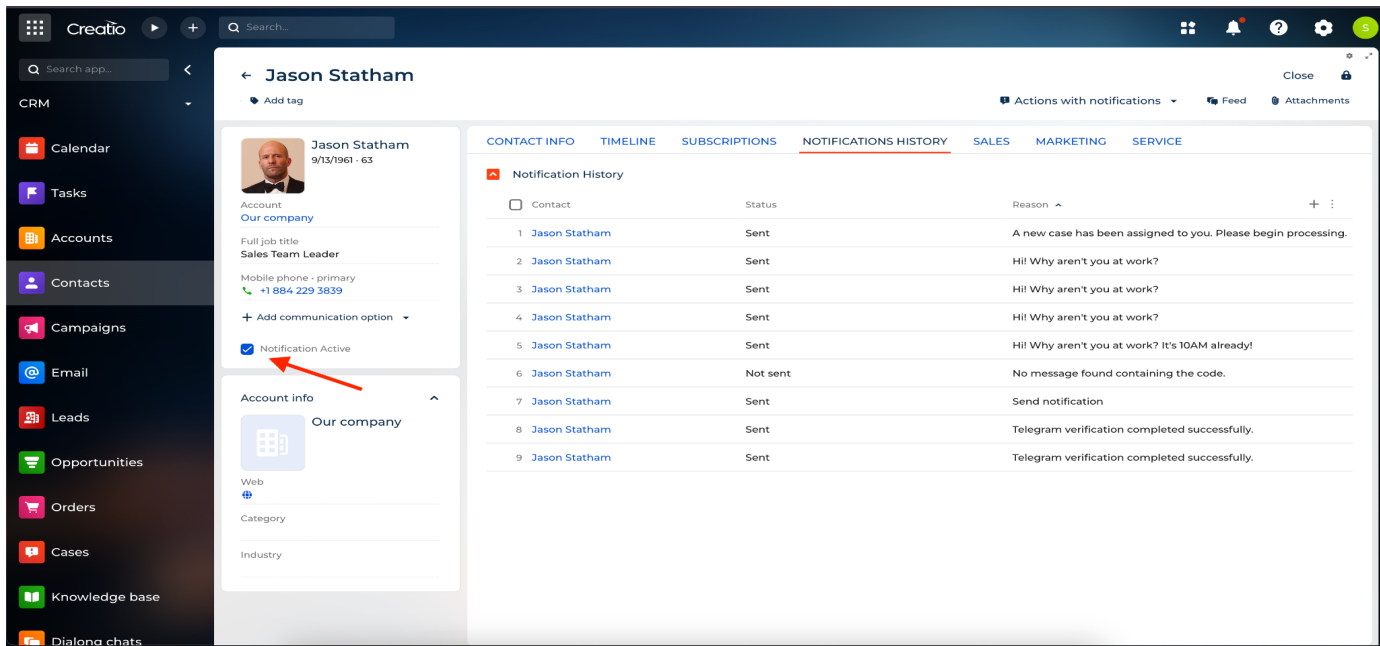
5. Completion of verification

- Once the bot receives the correct code, return to the pop-up in Creatio and click **Done**.
- The system will automatically mark the contact as verified.



6. Confirmation

- The logical field **Notification Active** in the contact record will be automatically set to **true** for verified contacts.
- If needed, you can disable notifications for the contact by setting **Notification Active** to **false**.



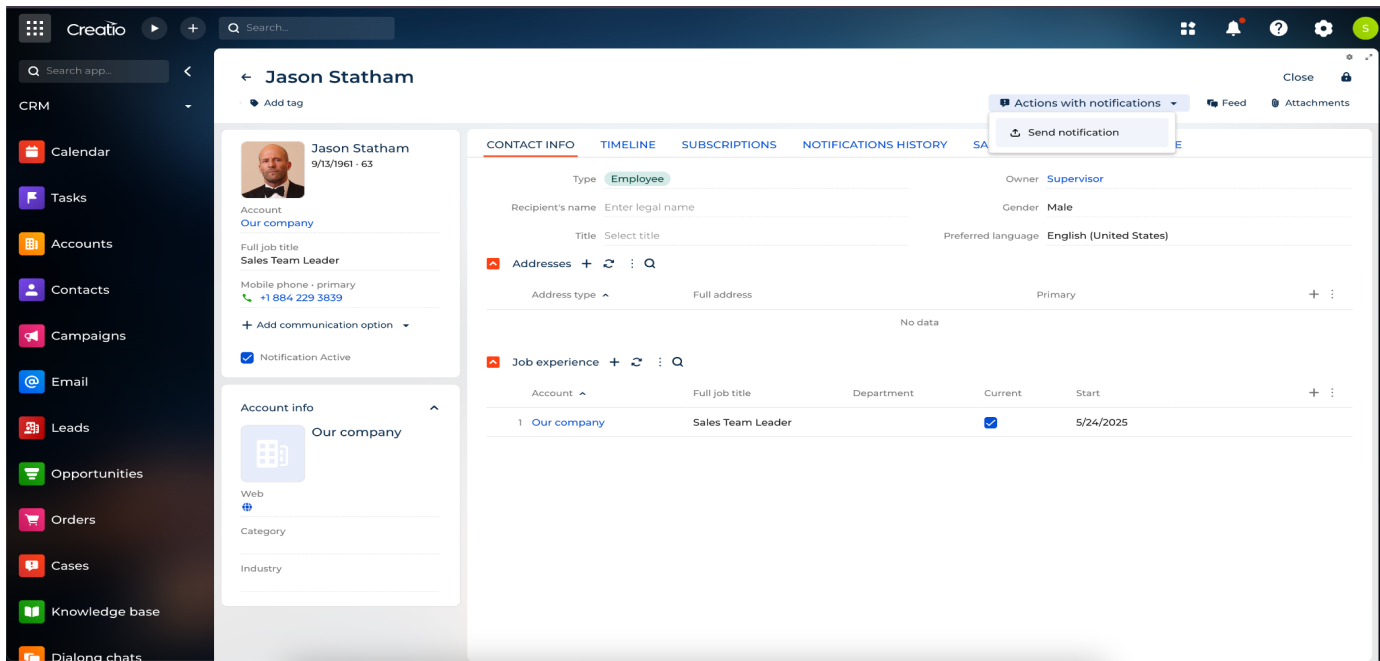
- The contact remains verified, and notifications can be re-enabled at any time by setting **Notification Active** back to **true**.

4. Send a Test Notification

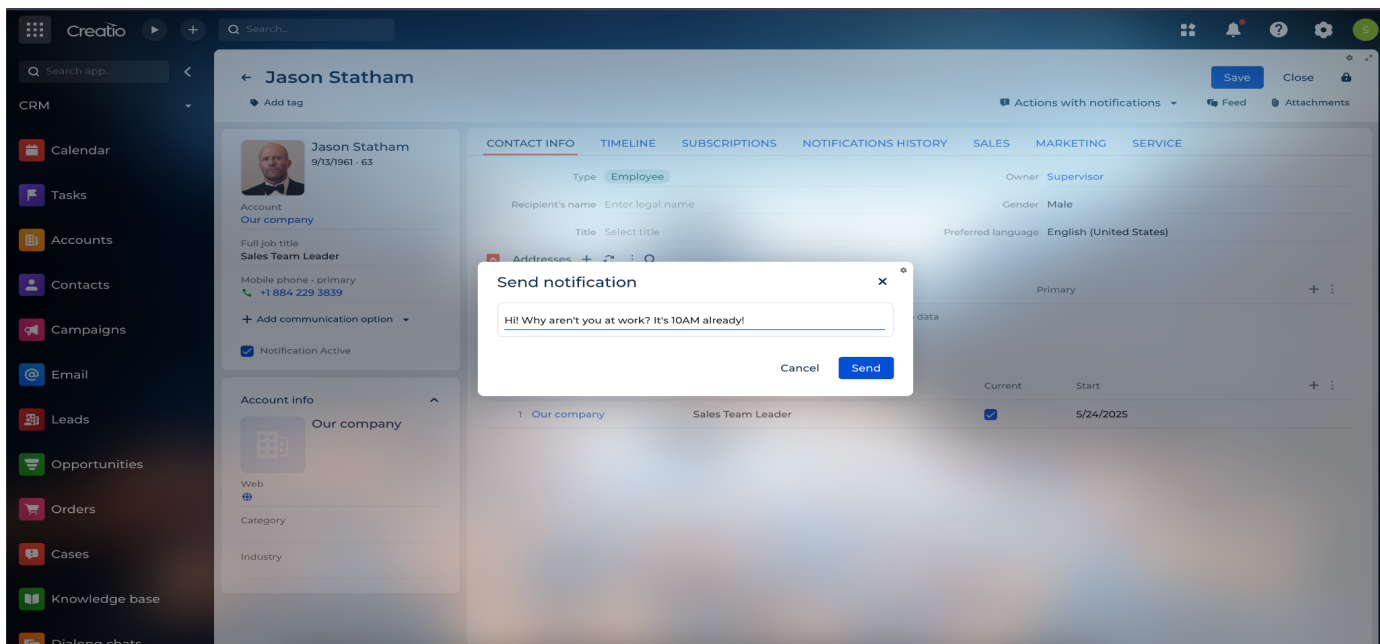
You can send a test notification to verify that your Telegram bot and contact verification are working correctly.

Steps to send a notification to a verified contact:

1. **Open the verified contact record**
 - Go to the **Contacts** section in Creatio.
 - Open the contact who has completed the Telegram verification.
2. **Send the notification**
 - Click the **"Actions with notification"** button in the contact's card.
 - Select **"Send notification"** from the dropdown menu.



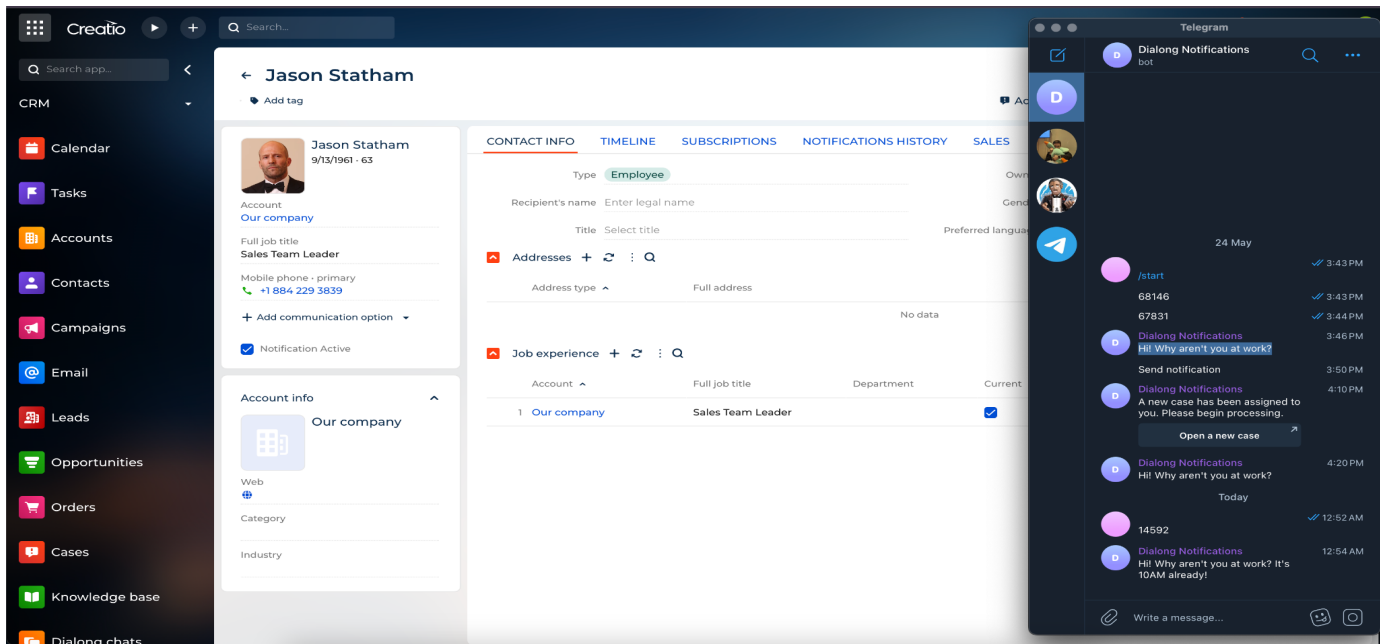
- Enter the message text you want to send in the dialog window.



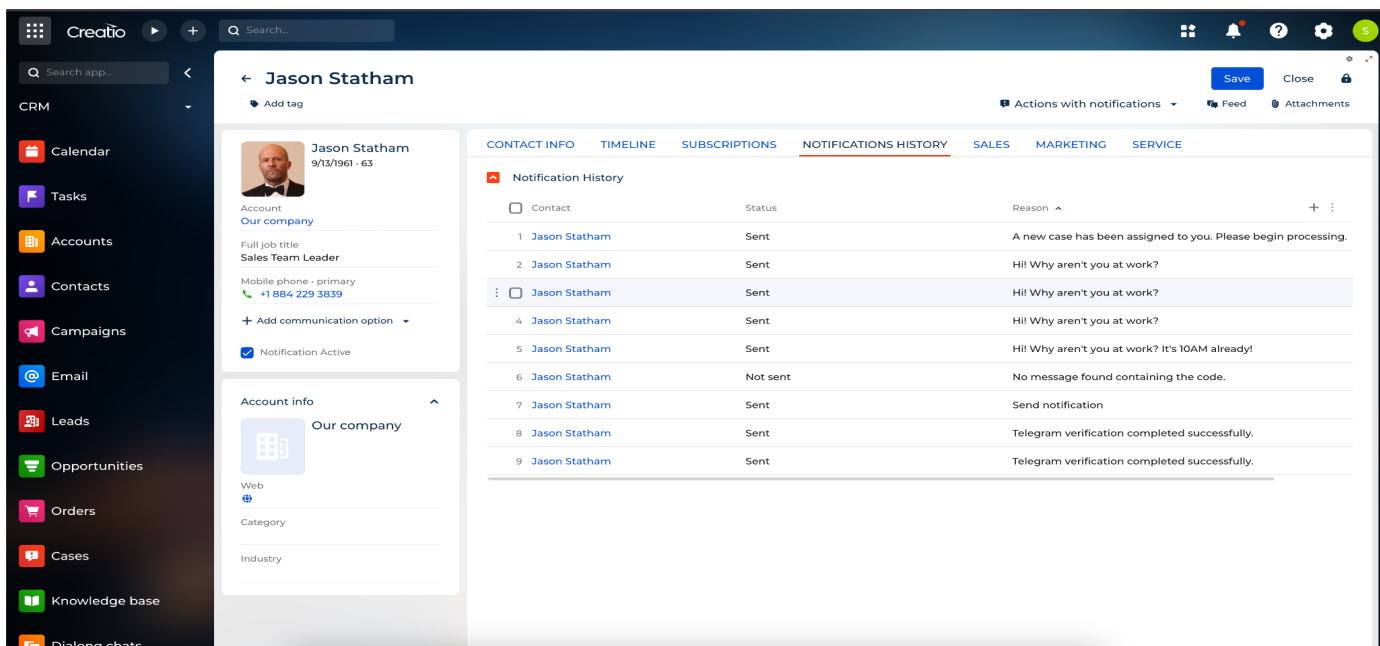
- Click **Send** to deliver the message to the contact's Telegram.

3. Check notification status

- You can verify that the notification was received by checking the Telegram bot chat.

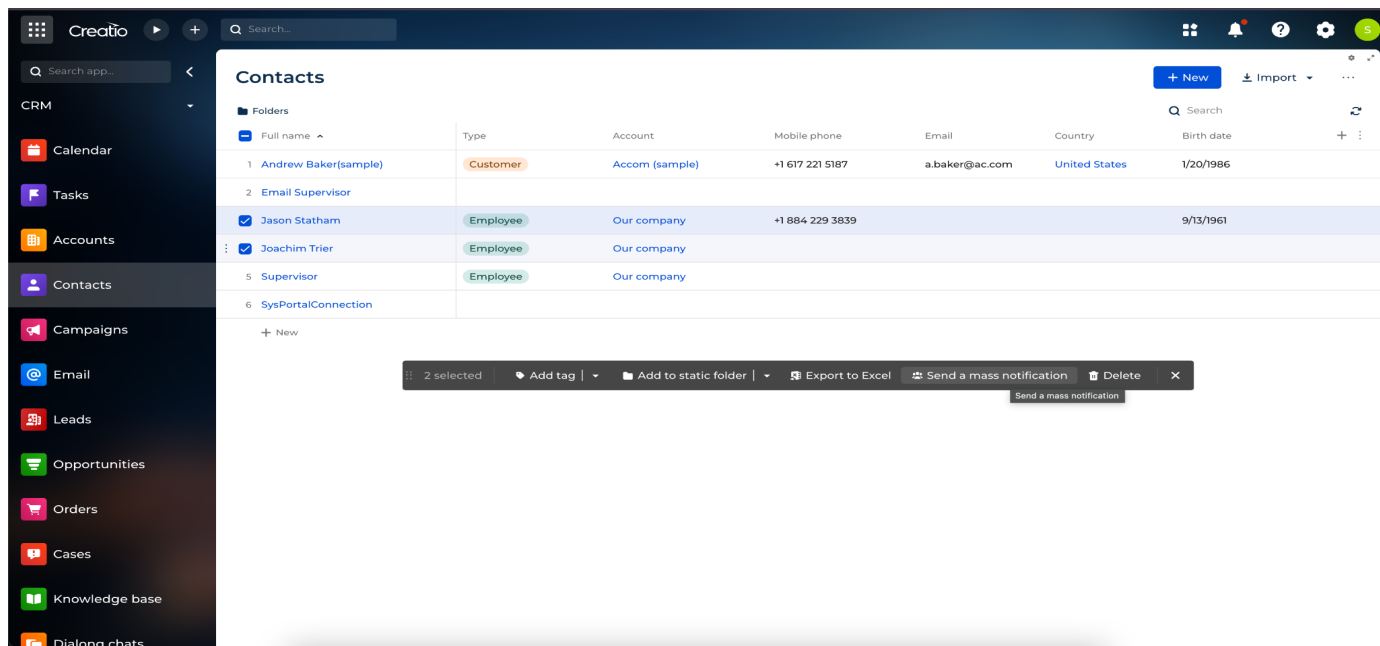


- To view delivery status and history of sent notifications, open the **Notification History** tab in the contact's record.



Send a mass notification to multiple contacts:

1. **Select contacts in the contact list**
 - In the **Contacts** registry, select one or multiple verified contacts you want to notify.
2. **Send mass notification**
 - Click **Send a mass Notification** from the available actions.



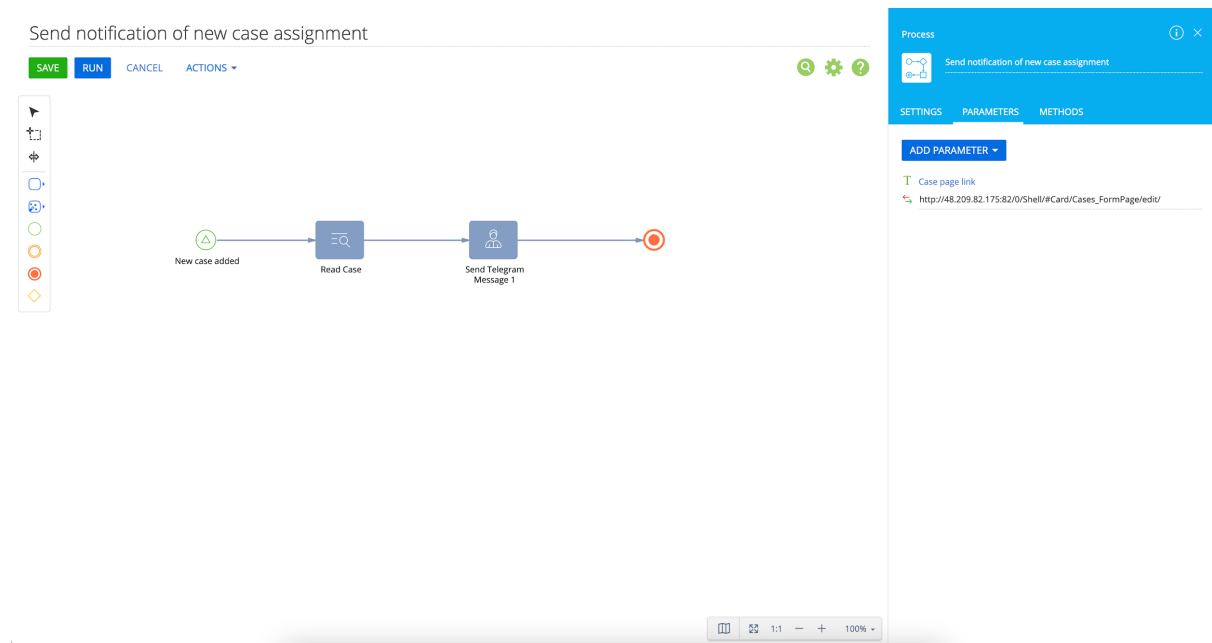
- Enter the message text you want to send to all selected contacts.
- Confirm by clicking **Send**.

5. Automate Telegram Notifications via Business Processes

You can automate Telegram notifications using the built-in **Send Telegram Message** user task in Creatio business processes. This is especially useful for informing users about important events – for example, when a new case is assigned.

The application includes a universal user task element that allows you to configure notifications flexibly for various scenarios.

Example: notify a user about a new assigned case



On the screenshots, you'll see an example of a business process that sends a notification to the contact assigned to a new case.

For convenience, a process parameter contains a **link to the case record** — in production, you only need to pass the record's **ID**, and the system will build the link automatically.

Alternatively, you can use the system setting **Website URL** (`SiteUrl`) to generate links to any page or record in your Creatio system using formulas directly within the business process.

Example formula:

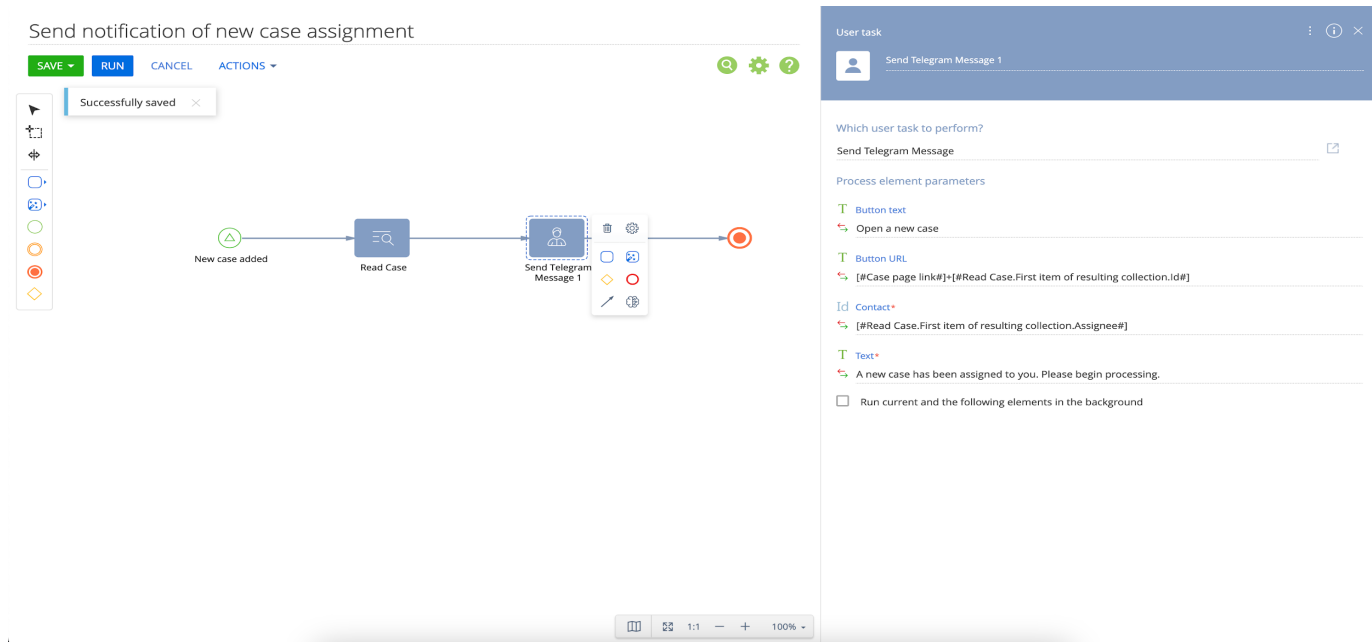
```
System setting "Website URL" + "/0/Nui/ViewModule.aspx#CardModuleV2/CasePage/edit/" + [#Case.Id#]
```

This approach allows you to dynamically create links to records and include them in notifications, buttons, or emails, without hardcoding the full URL.

Using the “Send Telegram Message” element:

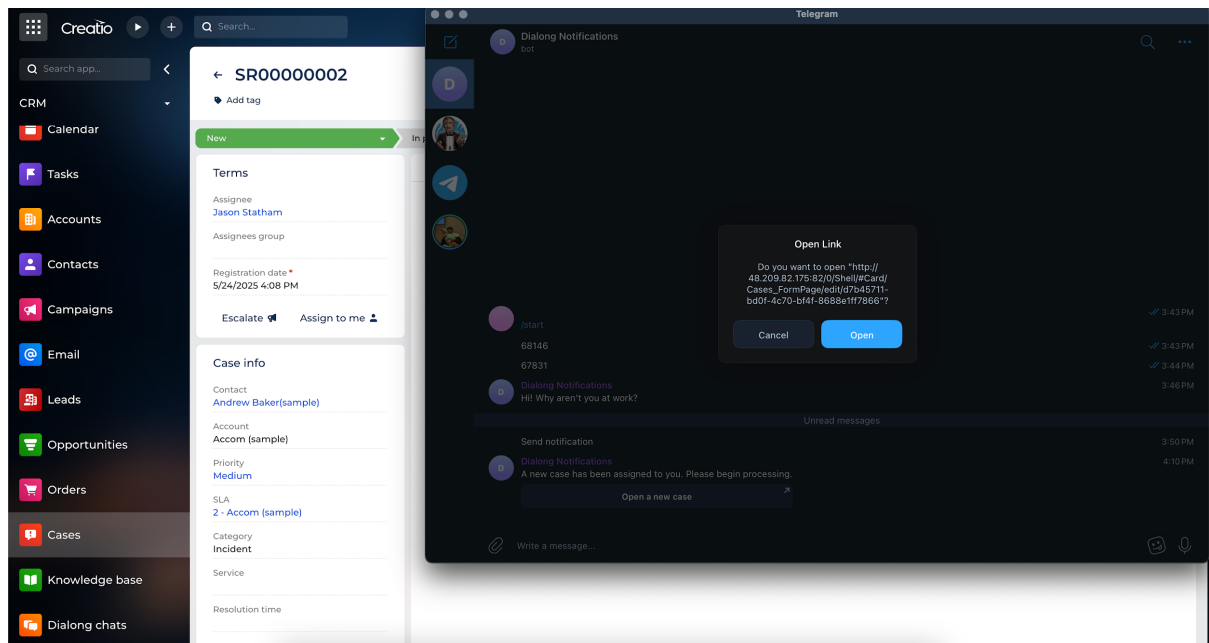
1. **Add a user task to your process**
Use the element **Send Telegram Message** from the user tasks.
2. **Configure required parameters:**
 - **Contact** – the recipient of the Telegram message (must be a verified contact).
 - **Text** – the content of the message.
3. **Optional: add a button to your message**
To include a button with a clickable link in the Telegram message, fill in the following optional parameters:

- **Button Text** – the text that will appear on the button.
(Example: “View case”)
- **Button Url** – the URL to open when the user clicks the button.
(You can use a formula like shown above to generate it dynamically.)



Result:

When the process runs, the user will receive a message via your Telegram bot – optionally with a button linking them directly to the relevant record in Creatio.



6. How to quickly find verified contacts

You can find all verified contacts using the preconfigured filter group **Verified Contacts** in the **Contacts** section.

This filter displays only those contacts who meet all of the following conditions:

- **Notification Active** is set to **true**
- **Id in Telegram** is filled

