

**SYMPHONY**

# DEVELOPER NEWSLETTER

This newsletter covers SDK updates, events recap, extension API and structured objects, URI scheme, and upcoming developer events.

## **Symphony SDK Updates**

You can now support multiple proxies in the setup configuration. Many Symphony users have one or more proxies set up to direct their Symphony traffic to on-premise or cloud hosted API endpoints. By adding the ability to set multiple proxies in our SDKs, developers can now build bots that can be used in environments where more than one proxy has been deployed for different components in the Symphony infrastructure. Splitting up proxy traffic will also allow you to bypass a proxy; e.g. when only one endpoint requires a proxy, and the rest of the traffic should not go through a proxy. You can check out these changes in our [Java SDK](#).

We also encourage you to [contribute to the community](#) so we can continue to improve our SDKs.

## **Events Recap**

Last year hundreds of developers attended our Symphony Developer Meetups across New York, London, Paris, Hong Kong, and Singapore. These global events aimed to provide developers the tools and insight to create bots and integrations using Symphony Platform APIs. Visit our [replay page](#) to see the presentations from these events.

This year we have hosted meetups in New York and London. We introduced the Symphony Extension API and demonstrate how it can be used to create Structured Objects. We also hosted our first Developer webinar, "Building Great Bots." View the [recording on demand](#) for best practices on designing and building great bots.

## **Develop: Extension API & Structured Objects**

At the basic level, bot interaction takes place using text-based chat, which can come in the form of fixed-text commands or intent-based NLP approach. The fixed-text approach is easy to build yet rigid, it often requires including a help command to list the other commands. NLP, on the other hand, can be difficult to implement to a high degree of accuracy when determining intent and requires model training.

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Thinking beyond just plain text? Utilize the Symphony Extension APIs and Structured Objects to provide an upgraded experience that will enable your bot to deliver interactive buttons in messages and custom front-end layouts. We included a complete example in the Symphony Bot Generator and a [step-by-step guide](#).

This example takes a pizza-ordering app which includes the bot, the extension app, and the API layer:

- 1) When users request a menu from the bot, it responds with a structured object containing the current menu
- 2) If the user has installed the extension app, they will see the menu rendered as a list of buttons where they can click to make their choice
- 3) This fires a call to the API layer which records the order
- 4) Users can add items to their order or view order history in a separate management page, Pizza App, accessible via the left navigation

Extension API components used in the example above include:

- **entity service**: to render the structured object as a custom menu of clickable buttons
- **applications-nav service**: to add a link to Pizza App to the left navigation pane
- **modules service**: to display the custom Pizza App
- **dialogs service**: to display the popup informing the user that menu items were added
- **service interface**: to link up the Pizza App frontend to the main controller's logic

Access the [step-by-step guide](#) to follow along.

## Develop: Symphony URI Scheme

Symphony integrations can also go beyond building bots and apps. If you'd like to link people to Symphony from existing desktop/web applications or email-based communications, you can use the Symphony URI scheme:

1. Create a hyperlink to `symphony://` to launch the Symphony Desktop Application
2. Link to a specific existing chat room via `symphony://?streamId=[STREAM_ID]&streamType=chatroom` to canvas people into joining community rooms
3. Direct people who have read your emails to continue the conversation in a 1-to-1 IM via `symphony://?startChat=[USER_ID]` and including this link in your email signature.

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For mobile, this is currently only available for iOS, where you can use a similar scheme to launch the Symphony iOS app from within another app via creating a **symphony:** hyperlink. You can be more granular and jump on a 1-to-1 IM via **symphony://chat\_with?username=[USERNAME]**.

Read the full URI documentation for [desktop](#) and [mobile](#).

## Upcoming Developer Events

We will be hosting three [hackathons](#) leading up to Symphony Innovate Asia 2019 in:

- **Hong Kong** on May 24th at HKEX
- **Singapore** on May 30th at Deutsche Bank
- **Tokyo** on June 3rd at Mizuho Bank

Hackathons are a great way for developers to quickly create innovative automations on Symphony. Prizes will be awarded to the teams that create the most cutting edge technical development and the highest value business automation. Winning teams will also be announced at our [Symphony Innovate Asia 2019!](#) [Register your team now.](#)

The next Symphony Developer Meetup will be hosted in **Frankfurt on May 22nd.** [Register now!](#)

Finally, make sure to join one of our [Symphony Developer Meetup Groups](#) to receive updates on upcoming developer events near you!

## Share with a Colleague

Know a colleague that will find the developer newsletter useful? Help them [subscribe to the newsletter](#) now.

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